



CREAT3D

ADDITIVE MANUFACTURING SOLUTIONS PROVIDER

> POSITION:

3D PRINTER TECHNICIAN

> LOCATION:

CREAT3D, Reading, Berkshire

> ROLE TYPE:

Permanent, Full Time

Mon to Thurs: 09:00 - 17:30

Fri: 09:00 - 15:30

> SPECIALISM:

Additive Manufacturing

> ABOUT CREAT3D

CREAT3D is a fast-growing, fresh-thinking company operating in the innovative and exciting sector of Additive Manufacturing (3D Printing).

CREAT3D is an award-winning, market leader in its field, consulting on and supplying the best Additive Manufacturing technologies, solutions and services to a wide range of business customers including blue-chip companies spanning industries such as Automotive, Motorsport, Engineering, Consumer Products and Manufacturing, as well as Universities and Colleges across the UK.

We are focused on delivering excellent service and providing our clients with a continued premium experience.

We work with awesome innovative brands including Markforged, Nexa3D, Formlabs, BigRep, ParaMatters, MakerBot and Ultimaker.

We are looking for motivated, talented people who like a challenge!

> THE JOB

- To provide first-class Technical Support to CREAT3D customers across a wide range of Additive Manufacturing equipment
- To successfully manage our customers' technical queries by providing quick and efficient support in a clear and concise manner, whilst developing and maintaining positive customer relationships
- To undertake diagnosis, servicing and repairs on customers' Additive Manufacturing equipment

THIS IS ROLE IS A HANDS-ON, DIAGNOSTIC AND PROBLEM-SOLVING ROLE WHEREBY YOU WILL ASSIST OUR CLIENTS WITH YOUR EXPERTISE TO RESOLVE TECHNICAL ISSUES.

YOU WILL BECOME TECHNICALLY CERTIFIED BY OUR ADDITIVE MANUFACTURING PARTNERS.

> WHAT YOU'LL GET INVOLVED IN

- Provide Technical Support for the full range of Additive Manufacturing technologies
- Manage and respond directly to customer technical queries via phone, email, online and in-person
- Log and manage customer support queries in an accurate and timely manner using our electronic ticketing system
- Identify, diagnose, research and resolve customers' technical problems and make timely and informed decisions to troubleshoot issues and solve customer technical queries
- Attend customer premises for onsite service, repair, maintenance and upgrade requirements
- Fulfil 3D print bureau requests. Provide feedback on design and material requirements
- Become an extension of CREAT3D's product manufacturers technical teams, to obtain appropriate guidance and authorisation for repairs, replacement parts, warranty claims and technical updates
- Help to create clear and concise technical guides, instructions and replies in order to successfully resolve customer queries
- Assist in the creation of content for different marketing materials, newsletters, videos, etc by providing technical guidance where required
- Maintain the required level of product knowledge on our products to enable our customers to be successful. This will involve regular product training and knowledge refresher courses (online and in person in the UK and internationally)
- Collect relevant technical information and regularly brief the team on any known issues or key product developments

> WHAT YOU'LL ACHIEVE

- Happy customers and colleagues through delivering operational excellence
- Expert knowledge in Additive Manufacturing
- Opportunity to develop a rewarding career in 3D printing

> SKILLS YOU'LL NEED

- Engineering related qualification (BTEC or equivalent and above)
- CAD skills
- Continual thirst to learn and a hunger to be the very best
- Professional & excellent customer care skills, with a desire to develop long-term rapport & strong client relationships
- Hardworking and team player with a positive attitude
- Excellent communication skills, both verbal and written
- Excellent time management skills
- High levels of professionalism, taking pride in your work
- Flexibility to regularly switch between different specialisms, tasks and departments
- Strong organisational skills
- Ability to thrive on change as products evolve, quickly assimilate and retain new information
- Problem solver who can prioritise effectively and multi-task
- Fluent in the English language, both written and oral
- Proficient in Microsoft Office

> BONUS SKILLS

- Experience of 3D printing
- Be inspired by Engineering and have an enthusiasm for Additive Manufacturing
- Natural desire and inquisitiveness into new technologies

> YOUR CAREER WITH CREAT3D

You'll benefit from building an Additive Manufacturing career in a high-growth, high-tech industry;

- Receive in-depth product training through internal and external courses
- Personal development, building industry knowledge and experience
- Exposure to different departments incl Engineering, Marketing, Account Management & Operations

- Mentor programme with a Senior Director of the business
- Opportunity to develop career in other specialisms incl. Technical Support, Product Training, Applications Engineering and Account Management
- Employee benefits incl. discount on 3D printers & consumables, free 3D printing, 24 days annual leave plus Bank Holidays, your Birthday off work, Employee Assist Programme (EAP) and Pension Scheme (where applicable)

DOES THIS SOUND LIKE YOU?

Email your CV and covering letter to work@creat3d.co.uk