



# CREAT3D

ADDITIVE MANUFACTURING SOLUTIONS PROVIDER

## > POSITION:

# ADDITIVE MANUFACTURING SUPPORT SPECIALIST

## > LOCATION:

CREAT3D, Reading, Berkshire

## > ROLE TYPE:

Permanent, Full Time

## > 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

- Provide support to all areas of CREAT3D, from Engineering and Technical to Operations, Account Management and Marketing
- Learn, develop and maintain an exceptional level of 3D printing knowledge to become an expert and build a career within a fast-growing exciting industry

THIS IS ROLE IS A HANDS-ON, LEARNING ROLE FOR A HARD-WORKING INDIVIDUAL WHO HAS A PASSION FOR 3D PRINTING.

YOU WILL SUPPORT ALL AREAS OF THE BUSINESS, WHILST LEARNING AND DEVELOPING YOUR SKILLS IN ADDITIVE MANUFACTURING.

# CREAT3D

## > WHAT YOU'LL GET INVOLVED IN

- Assist Engineering teams in the preparation and completion of 3D printer repairs, service & maintenance programmes
- Assist Technical teams with customer queries via phone, email, online and in-person
- Fulfil 3D print bureau requests. Provide feedback on design and material requirements
- Assist Operations teams with processing of customer orders, warehouse organisation, goods in and out fulfilment
- Assist Marketing teams in the creation of content for marketing materials, newsletters, videos and social
- Assist Sales & Account Management teams with support on CAD designs, DfAM, 3D print samples and customer demonstrations
- Help to create technical guides and instructions

## > 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

- Minimum 1 year Engineering related studies (GCSE or equivalent and above)
- CAD skills
- Continual thirst to learn and a hunger to be the very best
- 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
- 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, Engineering or 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](mailto:work@creat3d.co.uk)