

Job Description

Position:	Lead Technical Support
Department:	Technical Services
Reporting to:	Head of Technical UK & Europe
Job Function	
To lead technical inspection team, perform post and pre-installation inspections/site visits and produce associated reports. To provide technical support to internal customer care team and Commercial Business Managers, including with site attendance and installation prognosis.	
Main Duties	
<ul style="list-style-type: none"> • Lead, manage and support technical inspection team. • Manage and control technical inspection requests received through CRM link. To carryout inspections on site as necessary, completing site inspection tab for each case in CRM, collecting photographic evidence & compiling reports through CRM to the Technical Services Team. • To liaise with and provide support to Commercial Business Managers, including customer meetings and site support and specification writing, along with compatibility of systems. • Conduct competitor benchmarking and performance analysis and produce applicable comprehensive reports through evaluation in Karndean laboratory and product installations. • Provide technical support to Karndean customer care team and other Karndean stakeholders in relation to both pre- and post-installation of flooring, liaising with Head of Technical where appropriate. • Provide technical training to Karndean colleagues. • Work with Head of Technical to evaluate technical services processes to identify areas for improvement and benefits to customer service and the business. • To assist with external merchandising or product training requirements across the sales network as and when required. • Conduct product inspections in Karndean laboratory and compile applicable reports, update case information on CRM. • Any other reasonable duties which may be required by management from time to time. 	
Person Specification	
<ul style="list-style-type: none"> • Passionate about delivering high standards of customer service, with a positive attitude. • Previous experience in installation of LVT, subfloor preparation and the LVT flooring market. • Previous experience of working in a technical support role, including report writing. • Experience of delivering training courses. • IT Skills to include Ipad and Laptop use, computer literate especially in Word and Outlook. • Excellent interpersonal and customer service skills. • Excellent communication skills, both oral and written • Flexible to stay away from home as the role requires occasional national and international travel. • Professional, enthusiastic, disciplined and a team player. • Extremely well organised, analytical approach and able to work on own initiative. • Conscientious, discreet, with a confidential approach when working internally and on site. 	