

Job Description- Technical Manager

Position:	Technical Manager (UK & Europe)
Name:	
Department:	Operations
Direct Reports:	1 x trainer in the academy and it is anticipated you will need to recruit a Lead Tech Support role to assist with some of your duties
Reporting to:	Operations Director
Job Function	
<p>Responsible for the provision of technical support to Karndean & Designflooring (DFI) businesses, including flooring installation/support, installation guidelines and technical data sheets, training and development of internal and external colleagues and management of the Karndean Training Academy. Some UK and European travel would be anticipated.</p>	
Main Duties	
<ul style="list-style-type: none"> • Provide technical knowledge, guidance and support to our commercial sales team and customers, including at specification stage, on site and post installation. • Provide technical guidance for retail and trade sales teams. • To provide technical advice to the customer care team and external technical inspectors. • To provide training, technical development and upskilling of internal and external colleagues, which may include video guides and webinars. • To be the escalation contact for complex/high value technical complaints. • To write/review technical data sheets, installation guidelines and work with marketing colleagues to ensure technical web content up to date. • To oversee training course content and development in the Karndean Training Academy. • To work with our procurement department on technical evaluation and fitting expertise in relation to special cuts / bespoke products. • Develop close working relationships with key partners, such as F Ball, Uzin, Ardex, Dr Schutz to support our business and provide specific technical support. • Liaise with your peers at our sites in USA and Australia. • To work with our product development team on the review & recommendation of all existing & new ancillary products (eg. adhesives, smoothing compounds, cleaning products, underlayments, trims, tools, etc.). • To evaluate and report on the installation characteristics of new UK/DFI development products. • To benchmark Karndean products against those of competitors through internal and external installation testing. • To represent the company when required at UK and European industry meetings (such as CFA/MMFA). 	
Experience and Background:	
<ul style="list-style-type: none"> • Hands-on track record in flooring installation/technical support. • Sound knowledge of subfloor materials and adhesives. • Strong knowledge and experience working within the commercial flooring market, including working with contractors pre- and post-installation. • Able to diffuse situations of high tension to satisfactory resolution - confident and assertive with empathy. • Strong organisational and task management skills with good attention to detail. • Willingness to travel both within UK and overseas when required. 	

Skills/Qualifications:

Minimum 7 years (preferably 10 years) experience in a technical support role in: floor coverings/adhesives/sub-floor materials/ plastics/rubbers/coatings.

5+ years working within the technical function of resilient flooring with supervisory experience preferred.

Personal Attributes:

- Tactful/positive outlook/resilient.
- Self-motivated and self-sufficient.
- Willing to share your technical expertise and train and develop your colleagues.
- Desire to deliver the best customer experience.
- Excellent interpersonal skills to get the best out of people.
- Ability to communicate and coordinate on projects that are cross functional.
- Ability to develop and maintain positive working relationships with multiple stakeholders.
- Ability to present appropriately to various audiences (internal/external) across many levels.