

6 September 2022

**Position:** Technical Support Engineer

**Departments:** Marketing

## **Job                    Technical Support Engineer**

### **Description:**

Michell Instruments is a fast-growing international industrial / scientific instrumentation manufacturer based in Ely, Cambridgeshire. Become part of a small team of frontline support engineers in a company with a reputation for providing prompt, high quality technical support.

Your learning will be supported as you develop the knowledge to support Michell's wide portfolio of sensing technologies. You will develop skills in technical support, customer relations, technical writing, marketing and more. Improve your knowledge of chemistry, physics and electronics and learn how to apply this knowledge to solve practical engineering problems faced by customers.

### **Key responsibilities**

- Answer technical questions and provide remote troubleshooting for customers, distributors and sales offices by email and telephone
- Share customer feedback to drive the development of future products
- Developing and maintain a technical knowledgebase and product literature
- As your experience grows, occasional visits to customer's sites in Europe and beyond may also be a possibility

### **Personal qualities**

- Enthusiastic, with good communication skills
- Technically minded, interest in science, engineering, electronics or computer science
- Self-motivated with high levels of commitment and focus
- Desire to produce work to a high standard of quality
- Flexibility to adapt to varied nature of work and workload

### **Required skills**

- Confident English speaking and writing
- Strong problem-solving skills
- Excellent time management and ability to work well under pressure
- Computer literate with familiarity of Microsoft Office suite (Word, Excel, Outlook)

### **Experience and education**

- 1 or more years' experience in a similar technical support role preferred

- A good educational background, ideally with BTEC Level 3 equivalent in a STEM subject

If you are interested in the above position, please send your CV in the first instance to [judith.page@processensing.com](mailto:judith.page@processensing.com)