

**Job Title:** Technical Support Administrator  
**Reports to:** Technical Support Manager  
**Closing Date:** 29<sup>th</sup> October 2021  
**Start Date:** ASAP

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**Hanover Displays Limited** is a worldwide, leading manufacturer of passenger information systems for the public transport industry. All design and development, and the majority of production, is carried out at our head office in Lewes, East Sussex.

We are proud to have a friendly open environment in our technical support department and are looking for talented professional individuals to join us at an exciting time of growth and technological & organisational change.

A competitive salary package is available, including contributory pension scheme, private medical insurance and a minimum of 22 days holiday per annum. We offer a long service scheme with your holiday increasing to a maximum of 27 days per annum.

<b>Key Objectives</b>	<p>Working within a team to answer technical questions and issues arising from the day to day activities of Hanover customers via telephone and/or email, as well as assisting in the support of current hardware and software. You are likely to be working on several projects at any one time. You will be working on helping customers with programming their data via Hanover's software packages, basic fault finding with customers, raising replacement hardware for customers when required through to basic software and hardware training for our customers via phone and/or Microsoft Teams video calls. Full training will be provided.</p> <p>You will report directly to the Technical Support manager and/or a designated intermediary. You are likely to work with Sales and Production staff as well as other members of the Technical Support team.</p>
<b>Tasks and Duties</b>	<ul style="list-style-type: none"> <li>• To provide first line phone support both in-house and out of the office on all Hanover products.</li> <li>• To create databases and media content for customers and agents for Hanover on board equipment</li> <li>• To raise warranty orders direct into Hanover's ordering system (AX)</li> <li>• To supply basic technical tuition to customers and possibly Hanover staff</li> <li>• To produce documentation as required for future reference</li> <li>• To work productively with other Hanover staff in the mutual achievement of Company goals</li> <li>• Working closely with Hanover customers to ensure all customer requirements are met and in a timely manner</li> </ul>
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• Team player with a pro-active and flexible approach to problem solving</li> <li>• Self-disciplined, good planning and organisational skills</li> <li>• Excellent communication skills (both written and verbal)</li> <li>• Computer literacy in Windows and also Microsoft Office Suite</li> </ul>

<b>Desired Skills</b>	<ul style="list-style-type: none"><li>• Previous experience with using Microsoft AX</li><li>• Knowledge and use of serial communication (e.g. RS232, RS485 etc).</li><li>• Experience of electrical and electronic system design (e.g. Circuit Diagrams, wiring)</li><li>• Foreign language skills desirable</li><li>• Previous experience in a technical support role dealing directly with the customer</li><li>• Previous experience in public transport and/or manufacturing industries</li></ul>
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**Contact Information:**

Email us with your CV including details of your qualifications, experience and availability at [recruitment@hanoverdisplays.com](mailto:recruitment@hanoverdisplays.com)