

**Role:** UK Technical Support Manager (After Sales)  
**Reports to:** Global Technical Sales and Support Manager  
**Start Date:** Immediate

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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 professionals 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.

### **Brief summary**

Hanover supplies passenger information systems to the majority of UK bus operators, from the major groups with thousands of vehicles to small, independent operators. You will be managing a team of 10 technical support staff with a client base of close to 1,000 customers.

The primary day-to-day responsibilities will be working with the team to respond to our customer's technical questions and issues generally via telephone and/or email but with customer site visits also required. The technical support team is also responsible for on-bus installation work, commissioning and customer training.

Due to the size of the customer base, you will frequently be required to work on several projects and issues at any one time and an ability to prioritize and work well under pressure is essential.

The UK Technical Support Manager will be expected to introduce two important new working practices for Hanover:

set up an efficient ticketing system to streamline the support process and provide visibility to the rest of the business.

work with other Hanover departments (operations, repairs, sales, finance) to analyse repairs and warranty data and financial costs and income and establish business case for introduction of maintenance support contracts

You will report directly to the Global Technical Sales and Support Manager and your role will involve close co-ordination with all other Hanover business departments.

<b>Key Objectives</b>	<ul style="list-style-type: none"> <li>• To manage the UK technical support team, including assisting them with planning of work and priorities where necessary.</li> <li>• To analyse the company's UK support requirements (such as a support ticketing system), both short and long term and to recommend changes/upgrades as necessary</li> <li>• Review existing department processes in terms of customer response and servicing for any efficiency improvements.</li> <li>• Review warranty and repairs processes, as well as call out, installation and servicing practices and charges and make recommendations for improvements (inc potential introduction of maintenance support contracts).</li> <li>• To oversee UK technical support staff to ensure they are performing effectively and efficiently</li> <li>• To maintain a safe and secure working environment for all UK technical support staff working both in the office and remotely</li> <li>• To ensure all technical support staff are provided with adequate training to perform their daily tasks, as well as overseeing the recruitment of new technical support staff members</li> <li>• To address customer queries, feedback and complaints</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 in a timely manner</li> </ul>
<b>Essential Skills</b>	<ul style="list-style-type: none"> <li>• Previous experience in managing a team of people in a dynamic customer-facing environment.</li> <li>• Previous experience in a managerial role dealing directly both with customers and colleagues at both senior and junior levels.</li> <li>• Experience of departmental budget control and financial oversight</li> <li>• Previous experience with maintenance and support contracts.</li> <li>• Previous experience of creating and/or using a ticketing style support system</li> <li>• An interest and willingness to learn quickly about Hanover's product range (both hardware and software).</li> <li>• Good technical knowledge, educated to degree level or equivalent in electronics or related discipline</li> <li>• High level of familiarity with Windows and also Microsoft Office Suite</li> <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>• Holds a full clean UK driving license or equivalent</li> <li>• Willing to travel globally as required</li> </ul>

<b>Desired Skills</b>	<ul style="list-style-type: none"><li>• Knowledge and use of serial communication standards and protocols</li><li>• Experience of electrical and electronic system design (e.g. circuit diagrams, wiring)</li><li>• Experience of serial communication (e.g. RS232, RS485 etc) and Ethernet networking protocols.</li><li>• Foreign language skills beneficial</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)