

Job Reference:
Job Title: Technical Support Engineer
Reports to: UK After Sales Manager
Closing Date (If applicable): N/A
Start Date: Immediate

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, company laptop, phone, all required tools and a minimum of 23 days holiday per annum. We offer a long service scheme with your holiday increasing to a maximum of 27 days per annum.

Brief Summary	<p>You will be based from our Lewes office but will be attending various customer sites around the UK for installations, repairs, surveys, etc. When not on site, you will be in our office at Lewes. Activities here include answering technical questions and issues from Hanover customers via email, phone and Teams. Configuring equipment ready for installation, preparing customer media using Hanover's bespoke software and supporting other departments internally. You are likely to be working on several projects at any one time and involved in several aspects of a given project(s). This will range from physically installing equipment onto vehicles, configuring DHCP servers, creating media templates for customers, assisting repairs and production with issues. Training will be provided as well as a company van with fuel card, tools, laptop, mobile phone and any required software.</p> <p>You will report directly to the UK After Sales Manager. You are likely to work with Sales, R&D and Production staff as well as other members of the Technical Support team. Customer site visits, including night work with overnight stays away from home will be required.</p>
Requirements	<ul style="list-style-type: none"> • To communicate with all staff in a courteous and clear manner. • To be comfortable using Windows based machines • Familiar with networking protocols, and serial protocols. • To have an organised and methodical approach to tasks. • To use own initiative and self-manage\prioritise own workload. • Attend meetings in person and via Teams. • To be punctual in attendance & complete tasks by agreed deadlines. • Flexible approach to working hours. • Tidy and organised work place, tools and equipment supplied are looked after and used responsibly. • Occasional overnight stays away from home required.

	<ul style="list-style-type: none"> • To follow all company policies & procedures including quality, environment, H&S and in staff handbook.
Essential Skills	<ul style="list-style-type: none"> • Able to work as a team or alone with a pro-active and flexible approach to problem solving. • Self-disciplined, good planning and organisational skills • Experience with carrying out repairs on electrical, and electronic devices. Such as soldering, cable repairs, Molex crimping, etc. • Full UK driving license or equivalent. • Valid passport and able to travel globally as required. • Computer literate with good a good understanding of Microsoft office packages and Windows OS. • Excellent standards of verbal and written communication.
Desired Skills	<ul style="list-style-type: none"> • Knowledge and use of serial communication standards and protocols • Previous knowledge, or experience with Linux would be highly beneficial. • Experience of electrical and electronic system design (e.g. Circuit Diagrams, wiring). • Previous experience in a technical support role dealing directly with the customer. • Previous experience in public transport and/or manufacturing industries.
Tasks and Duties	<ul style="list-style-type: none"> • To carry out installations or retrofits of Hanover equipment at customer sites globally where required. • To provide first line phone support on all Hanover products. • To carry out site evaluations and suggest improvements to best resolve customer issues. • To create databases and media content for customers and agents for Hanover on board equipment using in-house software. • To supply training to customers on various Hanover software packages in person, over the phone, online or via email. • To work productively with other Hanover staff in the mutual achievement of Company goals. • To attend team meetings online, and, occasionally in person at Lewes, East Sussex. • To carry out any other duties as deemed necessary by the UK after Sales Manager.

Contact Information:

Email us with your CV including details of your qualifications, experience and availability at Recruitment@hanoverdisplays.com