

Service support specialist

Job description

Company Description

ForenteQ Limited is a top supplier to the UK and Ireland's forensic science community, representing over 16 worldwide suppliers and 100+ innovative products including forensic light sources, fingerprint development instruments, laboratory and photographic workstations, evidence screening systems, ballistics investigation tools, trace evidence analysis, and more. Founded in 2015, the company offers installation and training of equipment along with competitive service and maintenance support packages with ISO17025 traceable calibration. ForenteQ Limited is an ISO9001:2015 (UKAS) accredited organization.

Role Description

Due to continued growth in the company we are looking to recruit a Part time or full time service technician or manager to service, repair, calibrate a range of equipment installed across the UK and Ireland. Training will be provided. Previous experience in a service type role is desirable but not essential. Our customers are the police and forensic establishments and we would require the applicant to have a clean criminal record and a driving licence.

Day-to-day tasks such as communicating with customers, providing technical support, performing on site service and calibration test, report writing. Other responsibilities include maintaining customer relationships throughout the service process.

Qualifications

- Excellent written and verbal communication skills for customer service
- Technical Support experience
- Ability to work independently and remotely
- Strong organizational and time management skills
- Familiarity with forensic science industry and equipment would be helpful but not essential

Benefits

- Competitive salary dependent on experience
- Company bonus
- Car allowance
- Pension
- Private healthcare

Please forward applications in writing to paul.butler@forenteq.com with CV/Resume.