

**Job Title:** 1<sup>st</sup> line Technical Engineer

**Reporting To:** 1<sup>st</sup> Line Team Leader

**Issue Date:** September 2021

**Job Purpose:** To provide an effective remote response service for customers and Inca distributors, minimising machine down time.

<b>Principal Responsibilities:</b>	
1.	To provide prompt telephone-based troubleshooting and remote diagnostic services to Inca's customers across Europe and worldwide
2.	To report events accurately within Inca's reporting system to aid and develop a knowledge data base for all
3.	To provide information on product field issues (e.g. fault diagnosis) on new products to Customer Support Engineer team
4.	To be available to work shift patterns and weekend on-call, including Bank holidays as and when required
5.	Liaising with 3rd line and the Engineering team with ongoing cases for a prompt resolution
6.	To assist and provide support to Inca and distributor 2nd line engineers as required
7.	To keep relevant with Inca's new technologies and assist in the knowledge transferred to the rest of the 1st line team

<b>Contact with Others:</b>	<b>Knowledge and Experience:</b>
1. Customers and Distributors	1. Substantial experience in a field service engineering role in an international engineering business
2. Customer Support Team	2. Detailed knowledge of PLC systems used by Inca
3. Other Inca colleagues	3. Electronics/Electrical engineering qualification to OND or HNC level
4. External organisations	4. Detailed knowledge of Inca's products
	5. IT skills – Microsoft Office, Lotus Notes, and ERP systems

<b>Competencies:</b>	
1.1 Deciding and Initiating Action	5.1 Learning and Researching
1.2 Presenting and Communicating Information	6.2 Delivering Results and Meeting Customer Expectations
2.1 Working with People	6.3 Following instructions and procedures
4.2 Applying Expertise and Technology	7.2 Coping with Pressures and Setbacks