

Job Title: Customer Service & Installation Engineer, Customer Support

Reporting To: CS Team Leader - National

Issue Date: July 2021

Job Purpose: To provide a range of support services including maintenance, parts replacement, installation, and commissioning to Inca customers, primarily in the UK and worldwide when required (including out of hours and weekend working).

Principal Responsibilities:	
1.	To provide 2 nd line customer service support to Inca customers predominantly in the appointed region.
2.	Timely completion of all paperwork & case administration (CS admin, CS returns, timesheets, etc) to enable customer invoicing to be processed
3.	To identify key problems in operation, use and maintenance of Inca's printing equipment at customers and feed this information back to Customer Support management teams.
4.	To feedback customer, commercial and competitive information gained from contact with customers to Inca commercial and 3 rd Line Team
5.	To attend Domestic and International installations and conversions for extended periods.
6.	To become familiar with, and adhere to, the Company and Parent Company processes, policies and procedures.

Contact with Others:	Knowledge and Experience:
1. Customers and Distributors	1. Higher Education in Electrical and Electronics Engineering (HNC or HND)
2. Customer Support Management Team	2. A working knowledge of PLCs
3. Other Field Engineer Colleagues	3. Experience of field service support role for electrical/electronic equipment
4. Other Inca Colleagues	4. IT skills: Microsoft Office suite

Competencies:	
Working with People	Delivering Results and Meeting Customer Expectations
Adhering to Principles and Values	Following Instructions and Procedures
Relating and Networking	Adapting and Responding to Change
Applying Expertise and Technology	Coping with Pressures and Setbacks