



Logistex provide automated materials handling and software (WMS) solutions for warehousing operations, and we are currently seeking a

## *Technical Support Specialist*



**Reference number:** 2022-15

**Salary & Benefits:** Competitive salary, 33 days holiday including Bank Holidays, pension scheme, tax free childcare, cycle to work scheme, free parking

**Hours:** 37.5 per week

**Location:** Home based

**Contract type:** Permanent

**Role details:** Your key responsibilities will be to;

- Undertake a 24 x 7 technical support function and ensure it is available to all customers both internal and external including support desk cover.
- Work closely with the support desk and provide holiday, on call and absence cover for the support desk.
- Undertake the resolutions to client issues, supporting and assisting the account management team, including site visits as appropriate.
- Review statistical monthly data for site MHE equipment and create technical plans for issues raised.
- Create upgrade and enhancement quotations, produced on time, to a professional standard and accurately.
- Ensure integration between the design and engineering departments and CSS.
- Work with the technical authority and help in the management of the technical transition of projects into CSS.
- Manage the escalation procedure of customer issues when required.
- Ensure proactive management of technical issues within CSS at a field-based level.
- Follow Company Health and Safety procedures and responsibilities as outlined in the Health & Safety Policy

**Qualifications:** Must be highly proficient with Simatic S7 PLC systems. Knowledge of other PLC systems beneficial.

**Closing date:** 19<sup>th</sup> August 2022

**To apply:** Please submit your CV and covering letter to [careers@logistex.com](mailto:careers@logistex.com)

Logistex Ltd is an equal opportunities employer and will consider all applications on the basis of their relevant merits and abilities.