

Looking after the things people care about, wherever they are.



## Customer Support Engineer.

### Who are we?

Texecom combines innovation and technology advances to look after the things people care about, wherever they are.

With a strong heritage founded in electronic security, Texecom has a proud history of providing products and services that protect millions of people and properties around the world.

With today's security challenges changing more rapidly than ever before, and with tech-savvy customer expectations of perceived value at an all time high, Texecom is committed and focused to developing future-proof products and services that deliver meaningful value to all who use them.

### Job Purpose

To offer a fantastic customer experience to installers by offering technical support and making every installation successful.

### Role Responsibilities

- Be the voice of Texecom technical support to installers.
- Addressing technical queries coming from installers and distributors through multiple channels - Telephone, Email, Social Media & Instructional Videos
- Escalate unresolved issues to appropriate internal teams (e.g. R&D, software developers)
- Diagnose and troubleshoot technical issues, including setup and network configuration
- Refer to internal database or external resources to provide accurate technical solutions
- Comply with all H&S procedures and proactively support H&S improvement.

### Skills

- Industry and product knowledge.
- Customer Service Skills
- Innovative thinking.
- Efficiency & time-management skills across multiple business demands.
- Strong Written/ Verbal Communication Skills.
- Knowledge of Electronics and Networking.
- Problem-solving skills to quickly figure out a customer's problem and address it in the shortest possible time.

## Attitudes

- Technical acumen.
- Attention to detail.
- Proactive.
- Empathetic towards customers.
- Patient.
- Mental agility.
- Highly motivated.
- Calm under pressure.
- High integrity.
- Customer focus.
- Organised

## How to apply

Please apply in writing/email with a letter and CV. The letter should include:

- Why you would like this role
- What your personal qualities, attitudes and behaviours are
- What you can bring to the role
- How you believe this role can add value to the Texecom business

If you have any questions about the role please email [careers@texe.com](mailto:careers@texe.com).

[www.texe.com](http://www.texe.com)

