

**JOB TITLE:** Technical Support Engineer**REPORTS TO:** Managing Director**Place of Work:** Office Based – St Helens, Merseyside with Onsite Work

Industrial Power Systems is a supplier of Control & Protection Equipment to the Marine, Power Generation and Oil & Gas markets. They represent a number of manufacturers from Europe and North America.

**Position:****BECOME THE EXPERT**

The role of a Technical Support Engineer at Industrial Power Systems typically involves providing technical assistance to customers, troubleshooting issues, and ensuring the optimal performance of their products and systems.

**Responsibilities:****Customer Support:**

- Provide technical support to customers via phone, email, and on-site visits.
- Assist with the installation, configuration, and maintenance of products.
- Troubleshoot and resolve technical issues related to energy producing systems and products.

**Technical Assistance:**

- Analyse and diagnose technical problems reported by customers.
- Offer solutions and advice to improve the performance and reliability energy producing control and protection systems.
- Provide guidance on product usage and best practices.

**Product Knowledge:**

- Become the “expert” on a range of products.
- Maintain a deep understanding of products, including hardware and software components.
- Keep up-to-date with the latest product developments and updates.

**Documentation:**

- Create and update technical documentation, manuals, and guides for customers.
- Document troubleshooting steps and solutions for common issues.

**Training:**

- Conduct training sessions for customers and internal staff on DEIF products and systems.
- Develop training materials and presentations.

**Collaboration:**

- Work closely with manufacturers engineering teams to provide feedback on product performance and customer needs.
- Collaborate with sales and project teams to support pre-sales activities and project implementation.

**Required Skills and Qualifications:****Technical Expertise:**

- Strong understanding of electrical and electronic systems, especially related to power control and automation.
- Experience with DEIF products or similar power control systems.

**Problem-Solving:**

- Excellent troubleshooting and analytical skills.
- Ability to diagnose and resolve technical issues efficiently.

**Communication:**

- Strong verbal and written communication skills.
- Ability to explain complex technical concepts to non-technical users.

**Customer Service:**

- Strong customer service orientation.
- Ability to handle stressful situations and manage customer expectations.

**Education:**

- A formal qualification in Electrical Engineering, Electronics, or a related field.
- Relevant experience in a technical support or engineering role.

**Additional Skills:**

- Familiarity with PLCs, SCADA systems, and other industrial automation technologies.
- Knowledge of networking and communication protocols used in power control systems.

**Working Conditions:**

- The role may require travel to customer sites for on-site support and training.
- The job can involve working under pressure to resolve critical issues and ensure customer satisfaction.

**Career Development:**

- Opportunities to advance into a Senior Technical role
- Opportunities to advance to into a sales role.

**Package:**

- Competitive salary
- 25 days annual leave, plus bank holidays
- Up to 5% pension contribution
- Company vehicle/allowance

Opportunities to advance to senior technical support roles, product specialist positions, or roles the possibility of moving into a sales role.

If you are considering a career as a Technical Support Engineer at Industrial Power Systems, it's important to focus on building strong technical skills, gaining relevant experience, and developing excellent customer service abilities.

**NOTE:** This job description is not all-inclusive and other duties and responsibilities may be assigned as necessary.

**Industrial Power Systems Ltd.** uses employment practices that meet the guidelines of the Equal Employment Opportunity Commission.

Preference will be given to the best qualified candidate regardless of race, colour, creed, age, or sex.

This position is available to suitable applicants with the existing legal right of employment within the UK.

**Please send** covering letter & CV to Managing Director, Mr. Paul Campbell  
E-mail: [paul@indps.co.uk](mailto:paul@indps.co.uk) for more information.