

International Tech company in the field of access control based in London is looking for a **Technical Support Specialist**. You will be working in a small team and will assist mainly installers and distributors, but also housing associations and property managers at times. This role requires electrical/electronic knowledge more than IT experience. A full training will be given.

This a Monday to Friday role based in London with no late shift.

ROLE:

- Assisting professional clients in installing products and troubleshooting technical issues and breakdowns
- Setting up, configuring products on management software
- Assisting housing professionals and residents on how to use the products
- Manage the customer relationship and log-in interactions with customers
- Maintain a strong relationship with the client
- Deliver in-house trainings to the Sales team and to clients when needed (housing associations, property managers, installers, distributors)

PROFILE:

- **Technical knowledge of electronical, electrical devices, telecom**
- Previous experience as a Technical Support, Desktop Support or Helpdesk technician
- Ability to diagnose and troubleshoot basic technical issues
- Strong customer service skills

SALARY:

£28k/pa negotiable according to skills and experience
25 days holidays, private health insurance, 5 % employer pension contribution