Job Profile

IF IT WORX, IT'S UTAX

Job Title	Technical Support Manager
Department:	Operations
Team:	Technical Support
Job type:	Manager
Number of Reports:	5
Reports to:	Head of Operations
Hours of Work:	37.5
Contract Type:	Permanent
Location:	Head Office, Watchfield

UTAX Company Overview

UTAX is part of the TA Triumph-Adler Group, a subsidiary of Kyocera Group. Our key objective is to support its partner and direct sales channels to promote the sale of the range of UTAX/TA products and business solutions. The UTAX and TA Triumph-Adler brand prides itself in delivering outstanding levels of excellence and quality.

All employees are passionate about creating the ultimate customer experience when working with them to improve their business performance, and strive to uphold the Company's core values, utilising all that the UTAX group has to offer.

The Role of Technical Support within UTAX

The Technical Support team encompasses all Solutions and mechanical elements of our product portfolio and is responsible for supporting both the indirect Dealer customers and TA Triumph-Adler direct customers to provide a comprehensive support offering of UTAX products. The team provides the initial point of contact for all product support related opportunities and issues and liaises with the relevant departments not only within our organisation and at our parent company in Germany, but also with external stakeholders; delivering a timely and cost-effective response to customer maintenance and repair requirements and supporting the installation process as required.

Overall Role Purpose

The Technical Support Manager is responsible for the development, implementation, and management of a comprehensive and professional technical support service to our Direct and indirect customer partners, ensuring maximum efficiency and excellent customer service at all times. Central to this is the management of the Technical Support Team to ensure customer technical issues are handled efficiently and in a timely manner.

Key Responsibilities

- Manage, support and develop the Technical Support team

- Manage the provision of remote and on-site support to Direct Service customers, including diagnostics and repairs, multi-level customer training to support self-service and reduce device down-time, and preventative maintenance to ensure UTAX products perform to optimal efficiency

- Manage the provision of first- and second-line support to customers and end-users for problem resolution for the UTAX Solutions Portfolio and UTAX IT Support Contracts

- Ensure the successful management of the outsourced PDI processes, to prepare for the safe and efficient installation of UTAX machines to manufacturer and customer specifications

- Manage the Direct Service call triage process, ensuring calls are logged appropriately and providing technical support to queries as required

- Facilitate third line support and technical escalation for support problem resolution

- Manage the product portfolio to ensure optimum product mix including reporting on market trends and competitor products and the identification of new third-party products to strengthen our Solutions portfolio

- Develop and manage the delivery of internal and external technical training for hardware and Solutions portfolio

- Manage the technical administration and development of the automated management systems (AMS)

- Maintain and develop technical and service relationships with indirect business and colleagues at TA GmbH

- Management of relevant support documentation, ensuring internal process and regulatory compliance

- Support the Head of Operations and other Senior Managers with additional duties relevant to your skills and experiences, as required by the business.

Reference:	JP028TEC	Technical Support Manager	Date Reviewed:	29/08/2023

Person Specification		
Specification	**Essential**	**Desired**
Experience	Significant experience working in a technical or IT solutions role within the office equipment industry	Technical experience with UTAX, Kyocera or TA Triumph-Adler hardware

2 years' experience in a customer-facing role

Proven people management experience |
| Specialist Skills & Knowledge | Excellent customer service and communication skills

IT literate with a good working knowledge of standard office software applications including the fundamentals of MS Excel.

Understanding of diagnostics and machine maintenance

Practical IT experience

Understanding of the principles of print fleet management tools

An understanding of the principles of a customer relationship management system

Understanding of the office equipment or parallel sector |

Intermediate MS Excel skills, experience of Adobe Acrobat Standard

Proven knowledge in diagnostics and machine maintenance

Basic understanding of IT/Connectivity setup

Familiarity with mobile applications and tools

Understanding of Kyocera Fleet Services (KFS)/UTAX Fleet Services (U.FS)

Experience with Papercut software or similar Print Management products

Experience of Microsoft Dynamics Navision and Microsoft Dynamics 365 |
| Education, Training & Qualifications | GCSE English or Equivalent
GCSE Maths or Equivalent | Relatable technical or mechanical degree or certification

Relevant IT solutions and IT support qualifications and accreditations

Valid UK Driving License |
| Personal Qualities | Strong capability for judgement and decision making

Analytical thinker with an aptitude for problem-solving

Strong Influencer

Highly methodical and organised with strong multi-tasking abilities

Dedicated and cooperative approach to team tasks | Inspiring leadership |

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