

FabTrol® Software Support Engineer - UK

“FabTrol® - Material Requirements Planning” is the leading, international product for the steel fabrication industry, providing modular software for estimating, drawing, material, production and project management.

This role would suit a candidate with an enthusiastic attitude and keenness to learn. The position involves providing technical support to end-users by ‘phone, e-mail and web-enabled applications. For the appropriate recruit there is also the opportunity to expand the role into training, implementation and consultancy services.

Profile of Candidate

- Experience of the steel fabrication industry – or engineering-based MRP/MIS systems advantageous
- Eager to learn and contribute
- Creative problem solver
- Effective communicator who enjoys building and sustaining customer relationships
- Understand clients’ needs in order to recommend appropriate solutions
- Innovative in suggesting improvements to product and Support system

Job Specification

- Become technically competent in the operation and technical background of FabTrol®
- Full training will be provided on the use of the software and how to provide support/training
- Provide support for customers via ‘phone, e-mail and web-enabled applications
- Maintain customer enquiry details – recorded electronically
- Assist with the testing of new software releases
- Assist with the preparation of training course and presentation materials
- Provide or assist with training courses at CSC’s offices and clients’ premises

Package

- Good basic salary plus profit related pay
- Company private health scheme, permanent health scheme and opportunity to join company pension scheme
- Notebook computer and mobile ‘phone