



Regional Technical Support - Job Specification

Job Role:	Regional Technical Support – North
Reporting to:	Aftersales Director
Working Hours:	8.00 am – 5.00 pm Monday to Friday. Additional hours may be required depending on seasonal business requirements.
Location:	Territory-based role supporting our dealer network & customers, including some UK travel as required for product support and exhibitions.

Job Description:

We seek a self-motivated individual who can provide technical support to our dealer network and farming customers. The role will be to provide product installation training and technical support across all our product ranges. The successful applicant will have a strong knowledge of agricultural practices and good technical knowledge of agricultural machinery.

Responsibilities:

- Regional dealer support and developing aftersales relationships
- Assisting dealer installation of new products with customers on the farm
- Dealing with product technical enquiries on farm
- Technical advice via phone and email
- Technical training for dealer staff

Key Skills:

- Extensive Agricultural knowledge
- A strong technical understanding of agricultural machinery and agricultural practices.
- An advanced understanding of Tractor and machinery ISOBUS and guidance systems
- IT literate with Microsoft Suite, including presentation abilities
- A professional and helpful attitude
- Good communication skills; articulate and able to communicate well with customers and colleagues
- Accuracy and attention to detail
- Strong organisational skills with the willingness to travel to provide product support during busy seasonal periods

What we offer:

- Product range technical training & HSE training
- Competitive remuneration package
- Company vehicle
- Life assurance scheme
- Employees assistance health and well-being program
- A dynamic, exciting, and progressive working environment