



VACANCY
Brother International Europe Ltd.

Job Title **Technical Support Engineer - Software and Solutions**
Reporting to: **Steve Kimber –Manager Product, Environmental and**
 Standards Group
Dept: **European Product & Service Support**
Salary: **Competitive**

We are pleased to announce that we have an opportunity to join our European Product & Service Support department within BIE.

The EPSS department is responsible for providing Service strategy, user interface documentation, product standards compliance, environmental support, technical analysis and post sales product support. Liaising with our European offices and our support and design teams in Japan, the department provides the interface to enable our end-users to get the 'at your side' support they expect from the Brother technical operations in each country.

Reporting directly to the manager in the Product, Environmental and Standards group, you will be working as part of a small established team, within EPSS, to provide technical support, for Brother's new software services and solutions products.

Based at BIE in Manchester, you will interact with support engineers in the local offices and our software suppliers, to provide a resolution of issues raised, which impact on customers' use of our products.

A large part of the role will be the development of training courses designed to raise their understanding of the software or services provided. Training courses will be delivered using Brother University.

Objectives

- To provide effective software and product support and training to the European local offices, and Trade customers in the BIE region, for the new software technologies associated with Brother products, services and software solutions.

Main tasks

- To provide a high level of software support to the BIE local offices, in a timely manner, for issues raised for post launch support of Software and Solutions products.

- To provide feedback to BIL and other suppliers regarding issues and product improvements.
- To determine and provide appropriate training to local offices, call centres and trade customers so they are competent and proficient to support the Software and Solutions business.
- To interact with other departments within BIE to enable feedback of improvements for product or services and to ensure knowledge transfer into the technical area.
- To analyse technical issues to ensure correct solutions are being provided based on customer needs.
- To review software support methods to ensure best practice is being used.

Requirements

Essential

- Educated to Degree level in a technical field.
- Web based programming technology (xml files) experience such as C#.
- Good knowledge of Microsoft office (especially, Microsoft Power Point, Excel and Word).
- Cloud services knowledge.
- At least 5 years customer facing support experience.
- Ability to present often complex information in an understandable manner
- Good written and verbal English skills
- Flexibility to travel as required

Desirable

- A second European language
- Training experience
- A good understanding of Brother products
- Knowledge of other programming languages i.e Linux

This is a very good opportunity and interested candidates should send a detailed CV to HR or email recruitment@brother.co.uk

INTERNAL CLOSING DATE: Friday 10th October