

# Technical Support Specialist

## Basic Job Information

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| <b>Job Title</b>             | Technical Support Specialist                                                                                                                                                               |
| <b>Brand/Function</b>        | One Aftersales                                                                                                                                                                             |
| <b>Department</b>            | Service and Technical                                                                                                                                                                      |
| <b>Job Grade</b>             | C/C2                                                                                                                                                                                       |
| <b>Location</b>              | Wymbush                                                                                                                                                                                    |
| <b>Role Reports to</b>       | Technical Support Level 1 and 2 Team Manager / Technical Support Level 2 Escalations and TSC Manager                                                                                       |
| <b>Direct Reports</b>        | 0                                                                                                                                                                                          |
| <b>Budget Accountability</b> | No<br>Indirect – the technical support team has significant impact on reducing warranty, goodwill and associated costs through improving network first time fix and diagnosis capabilities |

## Job Purpose

To provide our Group network (all 6 brands) with high quality technical support/resolutions via group contact software, remote diagnosis (Remote Experts Live Support – RELS, Tele-Diagnosis), dealer on site visits, all as a result of a technical enquiry. Taking ownership of information and guidance provided with a customer centric approach whilst meeting Group global targets for quality and response.

To proactively drive case resolution by either remote support or hands-on repair guidance/coaching during a dealer visit or return to our Technical Service Centre (TSC) where appropriate. Collaborating with the Customer Service Centre, TSC, Brands, Factories and National Learning Centre to ensure customer satisfaction / resolution. Documenting lessons learnt and addressing knowledge gaps to ensure preventative measures are implemented.

## Key Areas of Responsibility

- To build relationships and respond to Internal and External stakeholder requirements:
- Brands x 6 - Report on Product and Network performance relating to Technical Quality & Competency.
- Customer Service Centre - Resolution of technical proactive trends and customer reactive needs, i.e. network shortfall.
- National Training Offer - Contact trend reporting i.e. Knowledge gaps and network requirements through lessons learnt programme.
- Service and Technical - Reporting on Network Standard issues i.e. tooling requirements and also trend reporting to support Quality Technical reports.
- Global Brand KPI performance – Currently Technical Support reaction time of 2hrs, set number of dialogs and a satisfaction rating of no less than 99%.
- To maintain currency of technical knowledge and skills - Department Training needs monitoring and continuous development – Continuous development of personal skills for the position (team currently divided into 4 disciplines/specialities) via contact trend analysis & structured training requirements (incl. New Technology e.g. Connected Car &

Electric and Hybrid vehicles) ensuring flexibility, focus on Quality Technical responses and above average reaction time.

- To provide Group technical support to authorised repairer DISS/telephone /email/RELS enquiries resolving any issues effectively and efficiently to agreed departmental performance targets.
- To attend factory advanced information meetings/training (remote or factory) when necessary and cascade all information to all internal and external stakeholders within prescribed timescales .
- To support Product quality department & TSC in the evaluation of cases to support PCC submission by effective collation of trends and provision of accurate data.
- To collaborate with the TSC/CSC providing resource and support when required to conduct remote support e.g. RELS or dealer visits, compiling lessons learnt (through Survey, DISS key wording or evaluation) or a dealer visit report upon completion.
- To collaborate with systems support specialist, reporting and providing feedback on all technical literature queries/inaccuracies identified via ELSA feedback to the brand factories. To include recommending UK TPI and advanced information to networks to enhance repair performance.
- Authorise major technical repairs via DISS (As appropriate to individual brand guidelines)

### **Compliance Responsibility**

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### **Working Relationships**

- Group and brand colleagues
- Dealer network personnel
- Customer interaction on occasion – primarily in an aftersales capacity but sales support where required
- National Learning Centre
- Brand Network Development, Service Quality and People Development

### **Skills**

- Proven success in diagnosis on a range of vehicle systems in particular a strong emphasis on electrical/electronic systems.
- Wide experience in all aspects of vehicle repairs.
- Excellent computer skills
- Strong interpersonal and communication skills, written and oral, ability to communicate effectively at all levels.
- Customer handling skills.
- Highly motivated self- starter able to work on own initiative and take on additional responsibilities as required
- Ability to prevent reoccurrence of challenge as well as cure.

### **Experience**

- Wide experience in all aspects of vehicle repairs
- Experience of VW group systems or equivalent, relevant to aftersales and quality.

### **Qualifications**

- A minimum qualification of BTEC Certificate in Motor Vehicle Engineering, City & Guilds/NVQ qualification or equivalent.

### **Career Pathways**

- Field development role
- Auditors role in respect of Standards / Warranty or any aspect of aftersales operations e.g. Service Development, Fleet Aftersales, Mobility or Customer Services.

### **Version Control**

| <b>Date</b>                                                                                                                                                                                      | <b>Version No.</b> | <b>Reviewed by</b> | <b>Comments/Action</b> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|--------------------|------------------------|
| October 2021                                                                                                                                                                                     | 1                  | HR                 |                        |
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