Technical Support Specialist

Basic Job Information

Job Title	Technical Support Specialist
Brand/Function	One Aftersales
Department	Service and Technical
Job Grade	C/C2
Location	Wymbush
Role Reports to	Technical Support Level 1 and 2 Team Manager or Technical Support Level 2 Escalations and TSC Manager
Direct Reports	0
Budget Accountability	No

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.

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- 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

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

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- 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

Date	Version No.	Reviewed by	Comments/Action
October 2021	1	HR	
From 2021 onwards document version control is controlled via SharePoint, the latest version of this document will be held on the intranet and therefore this document is uncontrolled if printed.			

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