



Technical Customer Advisor

Star Instruments Ltd. is one of the UK and Ireland's longest established Manufacturers and Suppliers of Pressure, Temperature and Flow Instrumentation. The business has two UK sites, in Belfast and Cambridgeshire. Star Instruments Ltd. also is the UK and Ireland agent for a number of European instrument manufacturers.

We are looking for an enthusiastic driven individual to join our technical support team in St. Neots, Cambridgeshire.

Contract Type: Permanent

Hours: 36.5

Salary: Competitive

The technical support team are responsible for:

- Incoming technical enquiries
- Quotations
- Customer support and assistance
- Occasional customer visits
- General team duties related to a technical support office

You will join our dedicated team providing first class customer service and will support our field based technical team.

Qualifications, Skills and Competencies

Our successful candidate should have a minimum of 5 years practical engineering experience or be educated to NVQ Level 3 in Engineering / A-levels that relate to engineering. Knowledge in an appropriate engineering (particularly HVAC) industry would be advantageous. Experience in technical customer support would be a distinct advantage.

- Excellent commercial understanding;
- Excellent phone communication;
- Excellent IT knowledge (Microsoft® Office, CRM, etc.);
- Positive technical sales approach;
- Dedicated team player striving for continuous improvement.

Contact and Application Deadline

Please submit your application to accounts@star-instruments.co.uk no later than **28th February 2020**, with "Technical Customer Advisor" in the subject line.