

VACANCY : TECHNICAL TEAM LEADER

Position Technical Team Leader

Department Technical

Reports To MD (May change depending on business needs)

Responsible For

Managing and supporting the company's Technical Department, and the Pre- & After-Sales Support & Training Team.

Scope of Position

- Work within the Leadership Team, to direct colleagues towards achievement of the Company goals through delivery of quality technical solutions in products and services.
- Staff management of technical employees.
- Leadership in Company technical projects and contribution to Group technical assignments.
- Team training, development and apprenticeship initiatives.

Working Location

19 Hollies Business Park, Hollies Park Road, Cannock, Staffordshire WS11 1DB. Off-premises work required.

Geographical Areas Served

United Kingdom & Crown dependencies, Republic of Ireland, Standby Group locations.

Duties Include but are not limited to

- Management of technical staff.
- Achieving appropriate resource levels of the Technical Department through talent acquisition and retention, supported by the Finance Director.
- Mentoring support to members of the Technical team, enabling and encouraging them to upskill and diversify their knowledge.
- Expert on applied product technologies both internally and externally. Vehicle CAN and ICE in particular.
- Development of the Company (and Group) product portfolio.
- Understanding needs of the Company client base, to include: end users, vehicle conversion specialists and vehicle manufacturers.
- Facilitate or directly give sales & marketing support – pre-sales visits via Teams or on-site, marketing material, and post-sales support (installation training).
- Liaison with the Sales Manager to optimize the Company offering to market.
- Liaison with the Operations Manager to ensure operational needs for technical support are met.
- Liaison with the Finance Director for the development of financial budgets.
- Management of resources to ensure delivery of goals within agreed financial constraints.
- Vehicle integration diagnostics and solutions implementation.
- Enforcing technical processes and best practices.
- Adhere to and work within specified Quality standards.

Skills/ Specification:

- Experience of leading and motivating technical teams.
- Effective delegation and prioritisation of tasks.
- Ability to foster a culture of continuous improvement.
- Problem solving skills.
- Sound knowledge of vehicle mechanics, vehicle electrical systems and vehicle CAN systems.
- Minimum level 6 (or equivalent) formal qualification in a relevant field (e.g. Science, Engineering, etc.)
- Excellent verbal and written communication skills.
- Competent in common IT packages, such as MS Word, Excel, PowerPoint.
- Use of JIRA to project manage customer & product development.
- Enthusiasm and willingness to learn.
- Commitment to the Company values, being: Customer focus, Teamwork, Trust, Respect and Passion for winning.
- Valid driving licence.

Desirable

- Experience with project management systems.
- Full colour vision.
- Awareness of ISO9001 and ISO14001.