

## VACANCY : PRODUCT SPECIALIST & PROJECT MANAGER

**Position:** Product Specialist & Project Manager (North)

**Department:** Technical

**Reports to:** Technical Operations Manager

**Location:** Hybrid - 2 days - UK Head Office, Cannock Staffordshire, 3 days Home/Field Based

**Employment Type:** Permanent Full time

### Position Summary

The Product Specialist & Project Manager will be responsible for providing exemplary technical support and product specialism to customers within the North of the UK. The successful candidate will be required to engage with customers to provide training, installation guidance and configuration on our full product range; which includes, but is not limited to:

- Emergency lighting products (audible and visual)
- MCS-NX configurable switching and power management products
- Camera / DVR
- OEM screen integration
- Telematics

One of the business's principal short-term goals, is to design, develop and manufacture total vehicle solutions, which are configured to the customers' exact needs. As well as providing a conduit for supplying our range of existing products, the package is also to include full vehicle wiring harnesses and equipment boards which are designed to provide a fully tailored, future proof, plug & play solution for our clients. This will be a fundamental part of the role and this position is being introduced to enhance the customer experience and cement Standby UK as the leading technical authority in fleet applications and solutions.

Tools, laptop, mobile phone, branded work wear, and company vehicle will be provided.

### Key Responsibilities

- The successful candidate will be responsible for providing expert first-line technical support and guidance to internal and external stake holders
- Engage directly with the customer to obtain all necessary information from which to design and develop customized solutions
- Visit customers sites to carry out CAN scrapes on specified vehicles
- Produce, maintain and update customer MCS / MCS-NX configuration files
- Create and manage CAD drawings for wiring diagrams / mechanical and electrical schematics
- Liaise with sub-contractors regarding product design, manufacturing specifications and methodologies
- Manage product change/configuration files and ensure effective revision control
- Develop and maintain work instructions for the workshop and installation instructions for customers
- Produce first-off customer samples and workshop samples (as necessary)
- Deliver training sessions for customers and internal staff. This could be online or on-premise (HO or customers' sites)
- Report project progress, timelines, financials into the Senior Management team

### Additional Duties

- Ensure compliance with QA documentation and filing procedures.
- Collaborate with team members to support technical and operational objectives.
- Assist with the creation and filing of internal documentation including AEA's, CNC's, and DES00X submissions as required.

### Required Skills & Qualifications

- Technical proficiency in CAD and software configuration software
- Extensive experience in the design, specification and installation of 12v solutions within specialist vehicle fleets
- Strong organisational and documentation skills
- Effective communication skills with customers and colleagues
- Full UK driver's license
- Right to work

**VACANCY : PRODUCT SPECIALIST & PROJECT MANAGER****Desirable Skills**

- EV/hybrid vehicle safety and repair certification desirable, although Level 3 IMI training can be provided.
- Experience with project management systems
- A good working knowledge or experience of the latest mains electrical regulations and standards pertaining to the automotive sector would be desirable
- Knowledge and experience of electronic hardware and/or software design is not essential but would be an advantage
- Passport preferable but not essential.
- Awareness of ISO9001 and ISO14001

**Employment Conditions**

This role is a key in our core values and vision to continually improve and provide a superior experience to our customers, in our market enabling safety where attention matters most.

**Salary & Benefits**

- Competitive salary based on experience
- Holiday entitlement - 20 days plus Bank Holidays
- Company Pension scheme
- Opportunities for training and career development

**Head Office Location**

Standby UK, 19 Hollies Business Park, Cannock, Staffordshire WS11 1DB.