

**ROLE PROFILE**

<b>JOB TITLE:</b> Technical Operations & Support Manager	<b>LOCATION:</b> Flexible, Singapore or WFH
<b>DEPARTMENT:</b> Technical	<b>LINE MANAGER:</b> CTO and dotted line to Regional Director, APAC
<b>DATE PREPARED:</b> May, 2023	<b>CONTRACT TYPE:</b> Full Time

**JOB PURPOSE**

We are a disruptive B2B thermal condition monitoring company providing data rich and IIoT ready 24/7 monitoring equipment globally.

We have a market leading position in a global industry and we are growing at a substantial rate. As result of this growth, we are hiring a Technical Operations & Support Manager for APAC.

This role reports directly to the CTO on all technical matters and will provide technical support pre and post sales to APAC clients and partners.

Commercially, this role will also work closely with, and report regionally to, the Regional Director, APAC.

You will be the main technical support person in APAC in an exciting new disruptive industry.

**RESPONSIBILITIES**

- Travel will be a large part of the role, so flexibility to travel as and when needed is required.
- Providing pre and post sales support to our internal sales staff, including presentations on both a technical and commercial level.
- Providing pre and post sales product support to customers and our partner network. This may require travel to client sites as required.
- Preparation of client quotes based on company standards and templates
- Keeping accurate records of all support and other discussions with partners
- Product testing / percentage checking on receipt and fully on return items from customer before dispatch to UK head office
- Maintaining accurate customer records
- Providing product support to internal sales staff
- On a weekly basis, update the CTO on all support and product issues

## QUALIFICATIONS, PERSONAL ATTRIBUTES AND COMPETENCIES

### Qualifications, Knowledge and Managerial Experience

- Ability to read and understand electrical single line and GA drawings from both LV and MV systems, Transformers, MCC and Bus Duct
- Hands on electrical engineering background from Industry or a Panel manufacturer OEM ( 3 to 4 years minimum)
- Experience in field / service work from industrial electrical / panel manufacture background
- Commercial acumen and understanding, including the ability to deal with clients at all levels of management at both a technical and commercial level.
- Knowledge of Modbus communication protocols and fault finding of integrated systems.
- Good knowledge and understanding of Health and Safety requirements on sites
- Good communication and co-ordination skills
- Good understanding and use of MS Word, Excel and Visio

### Behaviours

- Ability to work both in a Team and alone when necessary
- Be able to follow instructions
- Good timekeeping
- Fastidious record keeping
- Clean driving license, no criminal record

The salary for this role will be based on experience

This role profile highlights the main outputs and does not include every task, duty or responsibility. Relevant training and development requirements can be identified from this description.

Please send your Resume to [hr@exertherm.com](mailto:hr@exertherm.com) quoting the job title in the subject field in the first instance.