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| c  **Job Description / Specification** | |
| **Job Title:** | **Controls Support Engineer** |
| **Reporting To** | |
| **Job Title:** | **Controls Manager** |
| **Location** | |
| **Department:** | **Commercial** |
| **Organisation Structure** | |
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| **Purpose of the Position** | |
| **Deliver exceptional internal and external customer support throughout the sales cycle for lighting control technologies** | |

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| **Key Responsibilities** | |
| 1 | Provide remote technical project/product support for all lighting control technologies to primarily external customers and the sales team |
| 2 | Interrogate project specifications and articulate the appropriate product solution to adhere to the specification |
| 3 | Support the sales cycle at tender stage through estimating support and the development of the estimating tools to enhance customer service |
| 4 | Liaise with the appropriate stakeholders to understand and agree the lighting controls design principles prior to the detailed lighting and controls design stage |
| 5 | Support external stakeholders through the design interpretation and quantification of a compatible lighting control solution utilising Whitecroft’s existing product offer |
| 6 | Deliver consistency and share best practice to improve accuracy. Share knowledge and support through formal & informal training with the intention of increasing lighting controls penetration within core projects |
| 7 | Communicate with the supply chain to ensure product functionality will meet the performance specification |
| 8 | Support customers to achieve their design ambitions through collaboration along with an understanding of the practical and commercial landscape |

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| **Specific Skill Requirements** | | |
|  | **Essential** | **Desirable** |
| **Education / Technical Skills** | * Experience of working with wired and wireless lighting controls in the built environment or experienced lighting and controls design engineer | * Understanding of BMS integration * Electrical installation or Electrical Engineering background |
| **Behaviour** | * An enthusiastic team player with an ability to build effective relationships with multiple stakeholders across the business * Strong communication and presentation skills with the ability to problem solve * Customer focused with the ability to react quickly to change in customer demand * Ability to demonstrate a high level of organisation skills to ensure deadlines are achieved * Proactive in the development of new and intuitive ideas to improve customer service |  |

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| **Document Management** | | |
| **Written By:** | **Andrew Braithwaite** | **Date: September 2021** |