

Technical Support Coordinator

This exciting opportunity will see you reporting to the Directors, and play a fundamental role in the provisioning, testing and delivery of the company's range of multi-award-winning vehicle-based solutions.

About HaulTech

Since 1993 HaulTech has been developing professional Transport Management and Warehouse Management Software together with a wide range of vehicle hardware solutions that enable fleet operators to achieve their potential.

Today our range of technologies support the success and growth of over 500 UK transport/haulage companies where the tech is responsible for processing roughly 50,000 product movements every day. That combined with our wider experience in vehicle tracking, vehicle telematics, fuel usage, driver behaviour, Tachograph/Remote Tacho Download (RDL), Warehouse Management System (WMS) and delivery/collection-based Sign-on-Glass apps, makes us a valuable partner (and safe pair of hands) to support any transport business.

Based in Newcastle-under-Lyme, Staffordshire, our centrally based team offer advice, sales, engineering, and support across the UK. It is from here that our marketing, sales, customer implementation, customer service, provisioning, software development and accounting functions come together to deliver best of breed technology solutions with a best-in-class service approach.

Here at HaulTech we are a firm believer in continuous improvement, so you will be involved with every element of the service delivery from start to finish. You will also be responsible for providing evaluation and performance reporting across all activities to help us to drive the business forward.

If you are looking to stretch your wings and build a successful long-term career within a hands-on technical support role you've found the right place! You will need to have a keen eye for detail and bring a positive and proactive approach that will help you and the wider team to succeed.

If you're ready to springboard your career with a well-established Industry leading technology provider in the first instance, please send your CV to hello@haultech.co.uk quoting TSC0221 in the subject line

Technical Support Coordinator

Duties and Responsibilities

- To have a detailed understand of the company's vehicle hardware portfolio and its capabilities
- To support order fulfilment across each stage of the vehicle equipment supply process (post receipt of order by sales team through to installation signoff by the customer)
- To select, program and provision the company's range of integrated vehicle tracking/camera solutions to meet the customer's solution requirement
- To efficiently document, liaise and communicate with internal and external stakeholders to ensure a clear understanding of objectives and actions required
- To record and update the company's supply/delivery facilitation tools
- To co-ordinate the external engineering team with regards to resource planning and assignment for new and existing customers
- To ensure QA is achieved through post installation sign-off
- To support the organisation with stock management and stock control
- To enhance the company's product portfolio, solution delivery and customer experience through efficient supplier selection
- To provide effective reporting to the company's operations team

The Person

- A dynamic individual who is looking to establish and grow their career within a technical support/service delivery role
- Excellent written and verbal communication skills
- A go-getter and team player
- Proactive and innovative with a professional attitude and approach
- A great attention to detail and someone who is passionate for excellence

Benefits

- Competitive salary
- 25 days holiday per year + bank holidays
- Permanent, 40 hour per week contract