

Role: Technical Support Engineer
Reports to: Technical Support Manager
Start Date: Immediate

Hanover Displays Limited is a worldwide, leading manufacturer of passenger information systems for the public transport industry. All design and development, and the majority of production, is carried out at our head office in Lewes, East Sussex.

We are proud to have a friendly open environment in our technical support department and are looking for talented professional individuals to join us at an exciting time of growth and technological & organisational change.

We are looking to recruit for the role of: **Technical Support Engineer**

Brief summary

You will be working within a team to answer technical questions and issues arising from the day to day activities of Hanover customers via telephone and/or email with occasional site visits, as well as assisting in the maintenance and support of current hardware and software. You are likely to be working on several projects at any one time. You will be working on aspects of a project ranging from specifying suitable hardware during initial consultation, through to implementation of Hanover software on the vehicle, and also installations on site.

You will report directly to the Technical Support manager and/or a designated intermediary. You are likely to work with Sales, R&D and Production staff as well as other members of the Technical Support team. Occasional customer site visits, including overseas and possible night work, will be required.

Key Responsibilities

- To provide first line phone support both in-house and out of the office on all Hanover products.
- To carry out site evaluations and suggest improvements to best resolve customer issues
- To carry out installations or retrofits of Hanover equipment at customer sites globally where required
- To create databases and media content for customers and agents for Hanover on board equipment
- To work with third party companies where required to ensure integration between on board systems
- To supply technical tuition to both customers and Hanover staff
- To produce documentation as required for future reference
- To work productively with other Hanover staff in the mutual achievement of Company goals
- Working closely with Hanover customers to ensure all customer requirements are met and in a timely manner

Background and skills

Essential

- Educated to degree level or equivalent in Electronics or related discipline

- Team player with a pro-active and flexible approach to problem solving
- Self-disciplined, good planning and organisational skills
- Excellent communication skills (both written and verbal)
- Computer literacy in Windows and also Microsoft Office Suite
- Holds a full clean UK driving license or equivalent
- Willing to travel globally as required

Desirable

- Knowledge and use of serial communication standards and protocols
- Knowledge of Linux systems
- Knowledge of programming languages (Python, Lua, C, C++, .NET)
- Knowledge of computer network setups (Windows servers)
- Experience of electrical and electronic system design (e.g. Circuit Diagrams, wiring)
- Experience of serial communication (e.g. RS232, RS485 etc) and Ethernet networking protocols.
- Foreign language skills desirable
- Previous experience in a technical support role dealing directly with the customer
- Previous experience in public transport and/or manufacturing industries