

TECHNICAL ADVISOR

2021

Reports to: Technical Manager • Location: Rapid HQ, Colchester



Purpose of the Role

To provide technical advice and support to the sales team, customer service team, and customers in identifying suitable products within the Rapid Electronics portfolio of products and to assist in identifying defective products.

Supporting Structure

The Technical Advisor reports to the Technical Manager. The Technical Lab Assistant will provide cover for the role and assist in fault finding as required. The Product Testing and Laboratory Technician will assist in fault finding and product testing as required.

Role Specific Attributes

- Product and Electronics Knowledge
- Problem solving skills
- Keep up with new technology
- Accuracy
- Strong Verbal and numerical reasoning skills
- Ability to work under pressure, multi task and prioritise tasks with strict deadlines
- Understand the needs of the business along with the flexibility to change according to requirements

Key Accountability

The Technical advisor provides technical support to customers by problem solving issue for products sold ensuring the correct recommendation of products.

Rapid

Rapid part of the **CONRAD** Group

Responsibilities

1. To provide technical advice and assistance in support of the sales effort by:
 - a. Cross referencing of product codes supplied by customer to identify suitable Rapid products or alternatives.
 - b. Identification of suitable product for customer to match applications or descriptions provided.
 - c. To identify alternative products to discontinued lines.
 - d. Completing sales orders/sales order entry/upsells & quotations.
2. To provide technical support to customers by problem solving issue for products sold.
3. To provide support to the procurement department by dealing with defective items returned – confirming faults and investigating issues where trends are identified.
4. To respond to enquiries by telephone, email , and live chat.
5. Assisting in preparation for exhibitions by assembling of kits/ models.
6. Undertaking projects /assignments as required.
7. Undertaking new product assessment as requested.
8. Staff training and induction.
9. Assisting with quality assurance within the company.
10. Assisting with Health and safety within the company.
11. Utilising the in house IT systems in support of sales and procurement.



Rapid Core Values

Great Attitude

- Bring energy to the team every day
- Motivate and inspire others with a positive outlook
- Build meaningful relationships with colleagues and contacts
- Address problems in a positive way
- Listen carefully, reflect and think broadly, with agility

Be Successful

- Prioritise own workload and be proactive in the pursuit of goals
- Accountable for own performance delivering business goals over personal gain
- Always set expectations and dependencies and deliver to them
- Diligent approach to the detail but not losing sight of the objectives
- Maintain a work/life balance and not be easily distracted

In a Professional Way

- Always punctual with a professional approach
- Dependable due to reliability, flexibility and integrity
- Exceed both customer and colleagues expectations
- Proactively communicate internally to enhance the success of our common goals
- Take pride in sharing your, or Rapid's success externally

With a 'Be Better' Mindset

- A high degree of learning ability, drive and ambition to succeed
- Confident and can articulate strengths and development areas
- Listen well to constructive feedback from line manager and give feedback with good intent
- Positive attitude towards shared goals and set challenging personal objectives
- Constantly look for innovative working practices and processes
- Belief in the ability for new technology to improve our environment and wellbeing

Quality – “Our Commitment”

Our Mission is to enhance the UK's engineering and manufacturing capability through 3 distinct customer sectors utilising Rapid's technical, supply chain and eCommerce capabilities.

The key to achieving this is by operating an Integrated Quality Management System (IMS) in accordance with ISO 9001: 2015, ISO 14001 and ISO 45001 and embedding a Continuous Improvement way of working and culture. It is expected that you understand how this commitment to quality affects your day to day role and how you can help to strive for constant improvement in this area.

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