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| **ROLE Title:** SMR Technical Support Engineer | | **DAte: 13.12.2024** | |
| **GRADE:** | | **Business Unit: SMR** | |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose :**  To provide dedicated technical support to the Service Maintenance and Repair Team on matters pertaining to automotive engineering topics.  **Role Dimension:**  **Financial**  Through their various responsibilities, a Technical Support Engineer will increase efficiencies and reduce operating costs by helping to make correct resourcing decisions and helping to repair more vehicles by providing expert guidance and support to the booking team and mobile mechanics.  **Non-Financial**  Working amongst a dedicated contact centre environment, based in RAC head office in the West Midlands, the Technical Support Engineer will provide technical support via a telephone and internal messaging system working core 40 hours of 8am – 4:30pm Monday to Friday (might be asked to one Saturday each month). A Technical Support Engineer will provide guidance on complex repairs that may require specialist tooling or knowledge to complete a repair.  **Reports to:**  SMR Roadside Trade Lead  **Relationships**  **Internal:**  Mobile Mechanics, Patrols, Technical Teams, Customer Care, Approved repairers  **External:**  Supply chain and parts suppliers | **Outcomes:**   * Ensuring that our customers receive the correct service in terms of the right resource in the first instance, preventing multiple resources attending customers meaning reduced costs and reduced waiting time. * Successfully manage customer outcomes by assisting to ensure that the correct parts are available and that repairs can be completed with the tooling available to the mobile mechanics * Gathering and sharing technical information to keep the RAC up to date with current technology. * Providing insight into trends or complications with a view to help improve overall efficiency and quality of our SMR service * Providing support SMR teams for all technical queries in the first instance * Support mobile mechanic and administration Team Training and knowledge building. * Be able to support with outbound communications to customers in times of high demand. * Provide guidance and observations on areas of the SMR operation that will lead to an improvement in lead conversion, profitability, and efficiency through regular interactions. | **Skills/Knowledge/Experience:**   * high level of motor vehicle diagnosis and repair experience including the use and understanding of workshop diagnostic equipment * Methodical diagnostic and problem solving thought process * The ability to communicate effectively with both colleagues and customers in sometimes high pressure situations to reach a positive outcome * Good level of computer literacy * Previous RAC experience desirable * Knowledge of technical information systems * Knowledge and previous experience of parts look-up systems * Experience of supply chain purchasing   **Qualifications/FSA:**  Minimum NVQ level 3 motor vehicle engineering.  Preferred master/diagnostic technician qualification.  **Work pattern**  **From 8am – 4:30pm Monday to Friday**  **Might be asked to work one Saturday each month.** | **Competencies/Behaviours:**  Customer Focus level 2  Interpersonal & Influencing Skills level 2  Judgement & Decision-Making level 3  Leadership level 2  Team Working level 3  **Values**  Handle it Together  Exceptional Service  Raise the Bar  Own It |