

Technical Advisor, Milton Keynes, £NEG

A great opportunity to work for an Innovative global leader seeking a Technical Advisor to provide effective front-line technical support for the UK and Ireland business partners and stakeholders.

You will advise on all product systems, digital solutions and product applications via telephone, email, live chat or direct meetings providing design support working closely with Product Management, training, engineering, sales and specification teams to provide market leading technical advice acting as Subject Matter Experts and supporting all partner training to industry standards and regulations.

Advanced AutoCAD 2D/3D, Revit or Athena is essential with a proven technical industry exposure and understanding of Building Physics relating to the workings of door, window and curtain walling systems with general façade design and methodology to design ideas that include factors such as appearance, safety, function, serviceability, budget, production and market characteristics.

You will have excellent presentation and collaborative skills to work effectively with fabricators, architects, consultants and sales teams to provide technical advice with strong engineering and logic reasoning with a natural aptitude and desire to help and assist with attention to detail.

Key tasks and responsibilities include:

- Logging, assessing and prioritising incoming enquires on CPS software to define customer needs
- Become a key user to promote the use of digital tools such as DocuCentre for excellent customer experience
- Review and evaluate fabrication and drawings to the standard business system principals
- Knowledgeable in latest developments, trends, competitors within the construction industry
- Product system drawing and designs outside technical publications to meet customer needs
- Interpret and provide guidance on Building Regulations and standards
- Undertake assessments and guidance on building physics in design principles for national regulations and standards
- Work across all internal departments to provide the necessary technical support
- Work with Product and Training departments supporting the production, verification and delivery of the business training material and content relating to current industry guidance and regulations

Full clean driving license and current passport will be required for you travel to the EU or other International offices. This is a fantastic opportunity to work with an innovative, passionate team of specialists who are proud to work for a global leader that provides the very best experience to their business partners and customers.