

Field Engineer Supervisor

Reporting to	CEO
Location	No.1 Spinningfields, Manchester
Contract	Permanent
Package	Competitive salary + benefits

Work with us

At Nomical we pride ourselves on our creative and scalable solutions. From cloud to connectivity to collaboration, we develop and support a spectrum of bespoke, cutting edge tech across a broad range of industries. Founded in 2006, we continue to grow and innovate. At the end of the day, we love modern tech and we love making our customers happy.

What it's like to work here

We love what we do and embrace constant change, even if that means breaking our own mould (especially when it means we get to tinker with new toys!)

We're a diverse bunch with many different backgrounds, interests and perspectives. We believe this is what makes us strong as a team and ultimately successful.

Our HQ is in one of Manchester's newest buildings, No.1 Spinningfields. It's a vibrant office with plenty of break out areas so you can find your ideal work environment, whether that's at a desk or on a sofa. We even have a barista on site for all your re-fuelling needs.

If you consider yourself a doer, an eager learner and you are kind and thoughtful in everything you do, then we could be a great fit and we want to hear from you.

Your role

You will be expected to take a leading role in the delivery of new installations and field support services for a wide range of customers.

You will be responsible for the day to day management and operation of Nomical's Field Support Services team which is responsible for all new installations, refits and other field services. The team is currently located across Nomical's Manchester and Slough offices. This role will also be responsible for promoting an ethos of service and delivery excellence by ensuring that installations are delivered on time and budget and appropriate systems are in place within the team to meet or exceed customer expectations and produce consistent work of a high standard.

Your role will involve:

- ▶ Management of Nomical's Field Support Services team by providing effective leadership and direction to all team members, including mentorship and training to ensure continuous technical development of team members.
- ▶ Regular and effective communication across the Manchester and Slough teams to foster a single team ethos.
- ▶ The planning and delivery of new installations on customer premises.
- ▶ The implementation and maintenance of systems, processes and procedures to manage the initiation, progress and completion of installations to a high standard and in a consistent manner.
- ▶ Liaise with customers and their representatives as appropriate for each project, installation or service request.
- ▶ Promote an ethos of service excellence to meet client's requirements within the Field Support Services team.
- ▶ Site visits to clients and suppliers as required to ensure all aspects of Nomical's service delivery have been properly planned and that Nomical is providing the best customer experience possible.
- ▶ Continuously review business processes and re-design the systems, processes and procedures in order to improve business efficiency whilst delivering a consistently high standard of service.
- ▶ Build strong client relationships ensuring that client expectations are appropriately managed.
- ▶ Attend meetings with current and future clients as required.
- ▶ Build strong working relationships with all staff to ensure a sound knowledge base of Nomical's workings and product base.
- ▶ You will ensure your department adheres to the Data Protection Policy and remains compliant with General Data Protection Regulations, including reporting procedures.

What we need from you

Customer Service

- ▶ Highly customer centric with a passion for providing excellence in customer service
- ▶ Polite, clear and pleasant telephone manner with an ability to convey a smile over the telephone
- ▶ Strong interpersonal and communication ability; tactful, diplomatic and sympathetic when dealing with customer problems. Shows empathy with customer issues.
- ▶ Experienced and confident communicator, both from a verbal and email perspective
- ▶ Logical mindset and ability to extract relevant information from customers
- ▶ Experience of working within a busy customer service environment in a technical service provider role
- ▶ Ability to work to a consistently high standard with minimal supervision

Technical Skills and Experience

- ▶ Excellent troubleshooting and resolution skills, with a logical approach to problem solving
- ▶ Significant experience of Windows Server configuration, administration, and troubleshooting

- ▶ Significant experience of configuring and managing networks, firewalls, routers and switches
- ▶ Experience of installing and configuring Microsoft Windows
- ▶ Proficient in the use of Microsoft Office
- ▶ Knowledge and experience of macOS (and previous versions of OS X) is an advantage
- ▶ A genuine interest in IT generally and good knowledge of current trends
- ▶ Strong desire to extend own experience and knowledge to the forefront of technology. A willingness to learn and not be afraid to get involved in unfamiliar areas of technology

Other Skills and Qualities

- ▶ The ideal candidate will be a bright and enthusiastic individual who is dedicated to achieving great results
- ▶ An intelligent self-starter with a keen eye for detail and the ability to work on your own initiative or as part of a team, as required
- ▶ Ability to prioritise work load efficiently
- ▶ Proactive and forward-thinking approach. Ability to think laterally and possess a strong problem-solving capability
- ▶ Ability to work as part of a close-knit team. Confident and with the ability to interact with other members of the team as well as senior management
- ▶ Ability to question existing processes and provide input to improve where necessary
- ▶ Ability to take initiative and ownership. If it needs doing, you do it
- ▶ Attend customer sites as required, potentially including overnight stays
- ▶ Full clean driver's license

This is a fantastic opportunity for an ambitious individual who is looking to grow, and work within a dynamic company with forward thinking colleagues.

How to apply

To apply for this position, please send us an email at jobs@nomical.com and include a copy of your CV.