

GATE AUTOMATION TECHNICAL SUPPORT: JOB DESCRIPTION

Fortus is Europe's fastest growing Security & Fire Distributor, trading across the UK, Ireland & Netherlands within the key industry verticals of CCTV, Intruder, Access, Fire and Gate Automation products. We have a 14-branch network and are the only distribution Company in the sector to offer a complete "end to end" security solutions Group.

We are looking for a **Technical Support (Gate Automation)** to join the Fortus Gate Division based out of our **Letchworth or Rotherham** office. The role will focus on providing technical support to our customers on our range of Gate Automation products. If you have strong customer support skills, have experience or are interested in Access Control/Gate Automation and enjoy working in a fast-paced environment, then this could be the career path for you.

The Role & Key Responsibilities:

- Ensure telephone, email, and in-person customer support queries are dealt with in a timely, professional manner.
- Support the sales team on pre-sales enquiries.
- Assist in testing new products and solutions that complement the business' product portfolio.
- Assist in RMA shipments with suppliers.

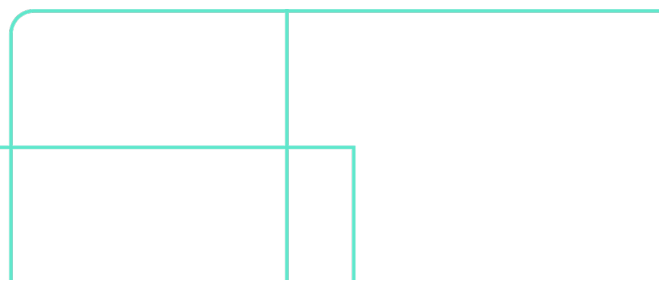
Full training will be provided.

Knowledge, skills and experience required:

- Experience in or a passion for electronics.
- Excellent telephone manner.
- Strong communication skills (fluent in English) – verbal and written including spelling and grammar.
- Ability to work as part of a team and independently using your own initiative.

Desired:

- Previous experience working within the gate automation sector or in electrical, security or relevant industry.
- Basic knowledge of networking, IT and electrical principles.



What we can offer you:

It's an exciting time to join as we have big plans, you will work 08:30 – 5:00pm Monday to Friday in our Letchworth (SG6) or Rotherham (S63) based Gate Automation Office.

- Salary range dependent on experience.
- 20 days annual leave increasing to 25 with service, plus bank holidays.
- Contributory pension scheme.
- On-site parking.
- **Excellent Technical opportunities for progression.**

No agencies please – We thank you for your interest in working with Fortus Group, however we will not pay fees or acknowledge any CV's supplied to the Fortus Group unless you have been briefed on the role by our HR team.

[fortus.ie](https://www.fortus.ie)