

Job Description Technician UK

Fortus is Europe's fastest growing Security & Fire Distributor, trading across the UK, Ireland & Netherlands within 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 **Technician** to join our Technical Team based in Letchworth to assist with technical support-related enquiries and RMA-related product testing.

The successful candidate will be passionate about electronics /computer hardware either with previous experience as an installer or engineer or you may have gained knowledge and experience through study in a relevant subject. This is a great opportunity to get some real hands-on experience in a growing organisation within a Company that is expanding rapidly.

The Role & Key Responsibilities:

- **Customer Support:** You will ensure customer Support/ Returns queries are dealt with in a timely, professional manner either via phone or email.
- **Returns Administration:** You will keep all the Returns Administration up to date following the internal Returns process, this could be checking warranties, arranging collections or processing credits to customers.
- **Repair & Builds:** There will be times that you will be undertaking hardware repairs yourself. You may also be involved in Builds working alongside the team in our Warehouse.
- **Warehouse Operations:** at times you may join the Warehouse team picking stock or unloading pallets, complying with health and safety requirements required.

Knowledge, Skills & Experience Required:

Essential

- IT networking experience or relevant experience in CCTV/ Alarm/ Access Control industry
- Computer literate
- Strong communication skills (fluent in English) – verbal and written including spelling and grammar.
- Self-motivated and able to work unsupervised.
- This job could involve heavy lifting and manual handling.
- Confident decision maker with the ability to effectively prioritize, resolve issues and work under pressure.
- Strong attention to detail and planning skills
- Adaptable and resilient to meet the ever-changing demands of our business
- You are reliable and a good timekeeper.

Desired

- Able to read schematic diagrams/ mechanical drawings.
- Some working knowledge of electronic fault finding and repair techniques.
- Warehouse or Technical hardware build team experience

What we can offer you:

It's an exciting time to join as we have big plans, you will work 09:00 – 5:30pm Monday to Friday in our Letchworth based distribution Centre.

- Salary range dependent on age and experience
- 20 days annual leave increasing to 25 with service, plus bank holidays
- Contributory pension scheme
- Onsite Parking
- Excellent Technical opportunities for progression.

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