



SUMMARY POINTS

Title: IT Technical Support Engineer (Car Parking Equipment)
Location: Midlands (Job ideally located between Milton Keynes and Leicester)
Salary: Competitive salary. + company vehicle and pension scheme
Hours/Contract: Full Time, Permanent

IT TECHNICAL SUPPORT ENGINEER

A fantastic opportunity has arisen for an IT Technical Support Engineer to join a large European group that develops, manufactures and distributes car parking solutions covering the UK, supporting our existing IT team. Reporting directly to our Technical Manager. You'll be met with an excellent salary package as well as a company vehicle and pension scheme and the opportunity to work for a pioneering company involved with these technically sophisticated parking systems.

Job Description

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TECHNICAL DUTIES

- Commission car parking equipment such as barriers, terminals, pay stations and ANPR.
- Commission additional equipment such as traffic signs and traffic lights.
- Commission intercom and network equipment.
- Install and update car park management software.
- Service and repair equipment on site and at DESIGNA UK.
- Test and investigate recorded problems in conjunction with DESIGNA Kiel if necessary.
- Change, program and test new tariffs.
- Perform car park configuration changes.
- Customising the DESIGNA equipment for the UK customers such as discount units.
- Send DESIGNA Kiel common system faults for investigation.
- Review parts returned to DESIGNA Kiel with view to optimising the repair of parts.

SUPPORT:

- Support DESIGNA staff including technicians and sales staff with any IT issues.
- Support DESIGNA customers both remotely and on site. This may include manning a hotline in the future.
- Organise and undertake staff and customer training using the show room or any appropriate site.
- Organise and maintain the equipment in the showroom liaising with the sales staff.
- Complete software data catalogue for each new system order in conjunction with the customer and sales staff.
- Generate UK specific technical documentation.
- Distribute appropriate technical information to the other IT and site technicians.
- Maintain an on-line database (possibly on existing Salesforce.com platform) with installed software and hardware versions.
- Document UK specific market requirements.

WHAT YOU'LL NEED:

- High level of technical competency supporting Microsoft Windows consumer and Server operating systems. Including, but not limited to – System troubleshooting, Driver installation, Network configuration, Local/Group policy management, new system installation.
- Basic knowledge of MSSQL with the ability to construct simple SELECT/INSERT/DELETE queries.
- Linux experience, ideally gained from supporting Linux running on embedded devices.
- Strong understanding of all areas of computer networking, and capable of troubleshooting common network faults.
- Able to read/understand technical wiring diagrams to assist with hardware troubleshooting.
- Familiarity with common electromechanical components (switches/relays) and how to incorporate them into simple circuits.
- Competent using common hand tools such as screwdrivers and spanners.
- A clean driving licence is essential as extensive driving will be required and it may be occasionally necessary to stay away from home.

The company

We are a UK subsidiary of one of the world's leading manufacturers of "Car Parking Solutions" and we are based in Sunbury on Thames. Customers include airports, hospitals, shopping centres, construction companies, local authorities and other operators.

SEND US YOUR APPLICATION

JOBS.UK@DESIGNA.COM


DESIGNA