# Technical Support Representative

Concept2, a market leading manufacturer of fitness and rowing equipment, seeks a talented Technical Support Representative to join our subsidiary office in Nottingham.

Ideal candidate will be a good communicator, with excellent technical and customer service skills along with strong attention to detail who enjoys working as part of a small team.

**Main Responsibilities:**

* Serve as primary technical support contact for UK operations; this includes talking to customers on the phone, via email and Zendesk and leading the technical support function.
* Troubleshooting customer issues as they arise, both hardware and software related.
* Be an advocate for the customer from problem recognition to solution implementation.
* Create, review, and modify procedures to ensure consistency and efficiency in the tech support process.
* Warranty diagnosis, fault finding and returns assessments.
* Warranty reporting to parent company
* Working with the group’s wider tech support and engineering teams to ensure information sharing and consistency.
* Event preparation for Indoor Erg races and on-site event setup & race running.
* Management of the company’s Loan Machine Program

**Required Experience/Qualifications**

* 3+ years previous experience within a technical support role
* Degree or similar qualification in a relevant subject would be preferable.
* Ability to learn about products quickly and proactively solve problems.
* Excellent interpersonal skills, effective written and oral communication skills and solid phone skills
* Strong MS Excel skills
* Ability to work independently and within the structure of a team.
* Must be eligible to work in the UK.
* Familiarity with Concept2 fitness equipment would be an advantage.

Successful Concept2 employees combine self-sufficiency and personal accountability with strong teamwork skills. Concept2 has an informal office setting, flexible work schedule and excellent compensation and benefits.

Please note, in line with current government guidelines, our team are currently working from home.

If you require further information, please contact Jayne Julian at [**jaynej@concept2.co.uk**](mailto:jaynej@concept2.co.uk)**.**

Interested candidates should submit their CV and cover letter by email to[**jaynej@concept2.co.uk**](mailto:jaynej@concept2.co.uk)