



PR/117780 | Technical Support

Job Information

Recruiter

JAC Recruitment UK

Job ID

1512741

Industry

Other (Manufacturing)

Job Type

Permanent Full-time

Location

United Kingdom

Salary

Negotiable, based on experience

Refreshed

January 7th, 2025 23:00

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Position: Technical Support
Salary: £28-30K + Bonus
Office Location: Milton Keynes, UK
Working hours: 9 am – 5 pm at the office
Language: Fluency in English

Company: The company is a renowned manufacturer specializing in high-quality instruments and audio equipment. They are seeking Technical Support with excellent customer service and communication skills to support our product department and UK clients.

■ Responsibilities

Warranty and service repairs

- Process warranty repair requests:
 - o Trouble-shoot and offer technical support to dealers/end users

- o Investigate requests to ensure claims are valid and require warranty repair
- o Identify and obtain correct parts for repair, sending to local engineers as required
- o When necessary, visit customers to make repairs to their piano
- Liaise with dealers and local engineers to ensure claims are processed in good time for the end user (customer) and ensuring the relevant engineer has all the necessary and latest information
- Ensure all personal data is used appropriately and securely in line with GDPR
- Process and check reports/invoices from engineers to ensure details match warranty form
- Liaise between accounts and engineers to ensure all information is correct and provided in good time
- Manage and develop approved engineer database
- Arrange and provide training with approved engineers

Manage spare parts and b-stock

- Ensure availability of spare parts at Kawai UK, either through:
 - o Ordering from Kawai Japan regularly to ensure flow/availability
 - o Dismantling B stock as required (noting to repair when possible to re-sell)
- Process spare part orders for warranty and non-warranty orders, checking service manual to ensure correct parts are ordered
- Process paperwork and invoices accurately and liaise with all stakeholders to ensure correct parts are dispatched, invoiced, and delivered promptly
- Generate and distribute accurate b-stock lists with condition reports for sales managers
- Assess any returned stock for A-stock or B-stock returns
- Unbox & build new models ready for customer support queries, report on any changes

Technical support

- Provide technical support and product information as required
- Provide training and on-site assistance to technicians as required (phone or video call)
- Point of contact for aftersales support – as required
- Prepare and conduct technical seminars to: External service partners, dealership network, colleagues

Office support

- Support the office manager and with necessary office tasks and administration
- Support sales and marketing colleagues with technical support and product information as required
- Manage and distribute service manual and approved information to approved technicians

■Essential experience, competencies and skills requirements

- Experience/qualification is essential
- Understanding of home networking/comms systems for troubleshooting (WiFi, Bluetooth etc.)
- Customer Service – Must be willing to go above and beyond to ensure excellent service is provided
- Problem solving ability – able to diagnose and troubleshoot to find suitable solutions
- Communication – Clear email communication and a professional telephone manner is essential
- Organisation – Ability to prioritise and keep track of multiple tasks is essential
- Data processing – Good working knowledge of Microsoft Outlook, Excel & Word
- Attention to detail – Precision is essential to ensure information is shared and processed correctly
- Time management – Managing your own time is essential to ensure tasks are completed on time
- Team player – We are a small and friendly team, a good working relationship is essential
- Quick learner – Product specific training will be provided

■Preferred requirements

- Familiar with digital and hybrid piano operation/repair – Desirable but must be willing/able to learn
- Understanding of acoustic piano operation (desirable, but must be willing/able to learn)
- Understanding of Windows and Mac operation – Desirable but must be willing/able to learn
- Sharing our passion for music and the piano is an advantage

■Benefits

- Holidays: 20 days starting, adding 1 every full year of service (up to 30 days total)
- Private healthcare option + Critical illness cover
- 4% Pension contribution
- Free parking on-site

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Company Description