

Technical Support Engineer, UK

About Ventec International Group

Ventec International Group is a leading publicly listed global manufacturer of base materials & products for the PCB-Industry. The company's recent Taiwanese Stock Market listing, significant rise in demand, increasing market share and growing world-wide operations have meant that we are continuously looking for new talent to join our team.

Job Description

As a UK-based Technical Support Engineer you will assist potential customers and current customers in appreciating the benefits of using - and optimizing the use of - Ventec materials in their Printed Circuit Board manufacturing processes, and so enhance customer loyalty and satisfaction, spread the use of Ventec materials, and grow sales. You will provide a two-way channel of technical communication between Ventec's production facilities and UK/European customers.

Some of the position's key responsibilities include:

- provide technical support to customers through all available communication channels and visits. Liaise between customers, Ventec internal staff, and the Chinese production, technical and quality teams.
- identify the best fit of Ventec materials to customers' needs and manage the introduction of new products to the market, and existing products to new and existing customers.
- find solutions for, and educate customers in, optimizing the use of the Ventec materials and assist them with process improvements. Enhance customers' own technical teams by working alongside customers' technical managers and process engineers.
- Investigate customer complaints regarding product performance or failures, identify and implement solutions.
- Some laboratory testing, including the use of TMA, DSC, Melt Viscometer, Gel Plate timer and laboratory scale multilayer presses. Appropriate training will be given if required.
- field customer queries in connection with various international standards.
- provide appropriate technical support to Ventec UK (and European) sales personnel to maximize results.

The Successful Applicant

The ideal candidate will hold a HNC, HND, Degree or equivalent in a technical / scientific discipline. Full and comprehensive training for the successful candidate will take place in Ventec International Group companies, both in Europe and China, and at Printed Circuit manufacturing partners.

The position requires:

- good scientific/technical educational background.
- good communications skills and be able to write full technical reports for group or customer distribution.
- ability to work in an organized proactive and enthusiastic way
- ability to work well both in a team as well as an individual.
- good user knowledge of common Microsoft Office programs
- full driving license essential

Desired Skills

- experience in a PCB or PCB assembly, or composite manufacturing company at process engineer level.
- an understanding of composite materials and functions as applied to Printed Circuit Boards.
- an understanding of supplying materials/service and technical support to manufacturing industry.
- a basic understanding of laminate and prepreg usage at the beginning of the PCB process.
- a basic understanding of composites and properties.
- experience of working with potential new customers at the NPI stage and through to full product approval. He/she should be able to manage such projects to completion.

What's on Offer

- Salary - £ competitive and commensurate with experience
- Pension and Health Insurance following satisfactory probation
- Car allowance

Please apply in the strictest confidence, enclosing your CV to HR@ventec-europe.com