

How to become a... Customer Support Engineer

What is a Customer Support Engineer?

A Customer Support Engineer provides onsite service support and equipment installation for current and future production customers worldwide, with the aim of improving customer satisfaction.

What does their job entail?

A Customer Support Engineer has to provide service support to customers encompassing system commissioning, system breakdown and preventative maintenance. Working closely with customers in the region, Customer Support Engineers are expected to sell SPTS's product portfolio. Providing solid feedback in an approved format allows the business to be proactive when making process improvements.

What qualifications do I need?

A Customer Support Engineer should have relevant qualifications equivalent to HNC/HND or degree level in electronics. For a customer support engineer a range of skills are essential to ensure results. The ability to adapt to working hours, locations and conditions are crucial to the role as you will often be required to work alone or unsupervised for extended periods of time. You will need to be flexible to work responsibilities, enabling both independent and team working. Problem solving and a logical way of thinking are necessary to carry out duties required of the role.



“The changing nature of the work is the most appealing feature for me, every customer has different and unique challenges that we need to overcome in order for them to be successful.”

Paul
Technical Support Manager



Anik, Customer Support Engineer

How did you come to work at SPTS?

I applied to NDGTA (Newport and District Group Training Association) and completed assessments covering topics such as Maths and English as well as electrical and mechanical competencies. The results were shared with companies looking for apprentices. I was matched with SPTS and attended an interview day with a group of other interviewees.

What does your job involve?

My job involved a 3-year apprenticeship, on day-release to NDGTA, whilst also training in various SPTS departments such as Electrical Production, Manufacturing Build and Test, and machine maintenance in the R&D department. In my final year as an apprentice I started shadowing Customer Support Engineers

and began gaining experience of working at customer sites. Having completed my apprenticeship, I now work alongside various engineers gaining competency and experience to become an independent engineer in the field.

What subjects did you study?

I studied ICT, Electronics, and Electrical & Electronic Engineering A Levels at college.

What qualifications do you have?

In addition to these A Levels, I have since gained further QCF/NVQ qualifications in Customer Service, Engineering Maintenance, Business Administration and Communications. I am currently studying for my HND in Electrical and Electronic Engineering, with a view to progressing to degree level with SPTS's support.