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| **ROLE Title:** | Technical Support Engineer | **DAte:** | December 2024 |
| **GRADE:** |  Grade C | **Business Unit:** | Rescue Operations |
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| **Role** | **Need to Do** | **Need To Know** | **Need to Be** |
| **Role Purpose:** Technical Support engineers are responsible for providing technical information, guidance and support to all areas of the business on matters pertaining to automotive engineering topics, providing high level technical understanding and offering guidance to support overall business objectives and agreed KPIs.Technical Support Engineers will support with the reduction of unnecessary operating costs and improve working efficiencies by ensuring that the required technical information to appropriately resource, repair and resolve vehicles in an efficient manner is readily available, achieved through leveraging technical knowledge, digital tools/platforms and 3rd party relationships to support the delivery of efficient resolutions to claims with high levels of customer satisfaction.Based in RAC Bescot, Technical Support Engineers understand, interpret and provide technical guidance to all areas of the business primarily via a telephone hotline and internal messaging system working shifts covering from 7am – 9pm 364 days a year. Will also be responsible for achieving and maintaining the required standards of performance and quality, which serves to positively impact the overall business functions effectiveness and efficiency and must remain up to date with current and future technologies ensuring that RAC remain a world class leader at the forefront of technical information and support**Reports to:** The Technical Solutions Lead**Relationships - Internal:**Roadside, SMR (Approved network) Deployment, BAC, Remote Interventions/Remote Support, Customer Care, Recruitment, **Relationships -External:**RAC Customers both individual and corporate as well as approved external suppliers | **Outcomes:*** Provide high levels of service whilst operating in a manner which supports and enhances RAC brand values, keeping customer retention and service delivery at the core approach
* Proactively work to support in the delivery of key KPI’s, by providing expert technical advice and guidance leading to jobs being correctly assigned and resourced, reducing the need for multiple attendances to deliver better service outcomes.
* Provide layered support to Rescue operations with patrol queries, decision making and technical questions to ensure the best service outcomes are achieved for the member, colleagues and the business.
* Being integral to the success of the Technical Solutions Team Working within Rescue Operations, influencing deployment decisions to flow through positive benefit in roadside key deliverables, inclusive of but not exclusive to - patrol repair rate, job resolution and needs tow %.
* Increases to patrol efficiency through providing live dynamic diagnostic support leading to a quicker conclusion, ensuring that we are able attend to more of our members each day sooner.
* Supporting dedicated contact centre colleagues in providing remote resolutions over the phone without the need for a resource to attend.
* Dynamic in approach and demonstrate the ability to adapt support with new and existing business initiatives and changes across operational and technical areas.
* Responsible for the content and quality of technical information held within the business – must always be looking out for new and relevant information and be able to present this in a way that is easily understood by colleagues across the business as well as external stakeholders.
* Gathering and sharing technical information across the RAC Estate with the focus on ensuring that RAC are up to date with the latest automotive technology.
* Support deployment centres- able to quickly pick up activities from other areas when required to do so by the business – this may include but not limited to Technical Queries / Patrol queue movements/ Needs Tow requests and Remote fix support
* Work collaboratively with other members of the Technical Solutions Team and across the wider business to facilitate a positive team-work environment to further develop, support and coach better outcomes for our customers
* Work from different office locations when requested to do so to maintain consistency of service and where operationally required and with relevant experience be called on to support at roadside.
 | **Skill, Knowledge, Experience:*** Very high level of motor vehicle diagnosis and repair experience including the use of workshop diagnostic equipment.
* A good understanding of deployment systems, process and breakdown products.
* Able to adapt quickly and work effectively in a fast-paced changing environment.
* A good understanding of business metrics performance metrics within Operations and how they are influenced.
* Methodical diagnostic and problem-solving thought process.
* The ability to communicate efficiently and effectively within a professional customer faced setting.
* Must ensure all outputs are completed with accuracy and attention to detail, whilst also working quickly and accurately to tight deadlines.
* Proficient in the use of Microsoft Office, windows and using IT systems in general.
* Be an enthusiastic self-starter who takes time to ensure that they stay abreast of the industry and strives to expand own knowledge and understanding to benefit the wider team.

**Qualifications:****Essential:**Minimum NVQ level 3 motor vehicle engineering.Hold a current master technician qualification or demonstrable experience equivalent within a workshop/roadside environment.Advantageous:High Voltage EV systems qualification | **Competencies & Behaviours:*** Leadership - Level 3
* Interpersonal & Influencing – Level 3
* Commercial Awareness – Level 3
* Achievement Drive – Level 3
* Developing Self and Others – Level 3
* Continuous Improvement – Level 3
* Customer Focus – Level 3

Need to exhibit behaviours consistent with RAC HERO values:Handle it TogetherWe work as one team; showing trust, respect, fairness and integrityExceptional ServiceWe deliver excellent service, every timeRaise the BarWe always look for new ways to be even betterOwn ItWe are empowered to take action**Working Hours:**RAC offers breakdown support 24 hours a day, 365 days a year to it members, as a result this role will require you to work varying shifts from 0700-2100 across 364 days a year - Averaging 40 hours per week. |