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## Customer Support Engineer

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Due to internal promotion, we require an experienced customer support engineer to lead the support of our award winning product range. In this role, your primary task will be to provide support to distributors and customers worldwide for our range of high quality audio broadcast equipment. In addition, you may be involved with pre and post sales engineering activities, such as training, installations and technical presentations.

### **Main tasks and responsibilities:**

- Provide first line (telephone or on-site) pre and post sales customer support as required.
- Identify appropriate technologies and support solutions for problem resolution.
- Set customer expectations and keep appropriate parties informed of progress.
- Perform installations and post-rollout training for customers on the operations and features of products/systems.
- Provide follow-up testing, troubleshooting, performance tuning, and maintenance.
- Work with R&D to correct recurring problems and assist in the development of products.
- Administer and manage APT support tickets in the CRM database.
- Provide timely and complete reporting and immediately report any issues of a serious or strategic nature.
- Assist in the training of internal staff and distributors to effectively promote APT products in the marketplace. Attendance at trade shows (worldwide locations).
- Form relationships with technical staff of customers and distributors to identify new opportunities and develop business partnerships.
- Gather and communicate competitive market information that will aid future marketing strategy.
- Manage customer RMAs to ensure efficient and effective service.
- Plan internal activities to ensure efficient and economical time management, adhere to budget guideline and follow proper authorisation procedures.
- Assist in upgrade and testing of demonstration stock.
- As we are a small company, all employees are required to be flexible and willing to help out with other tasks and duties where required.

# Customer Support Engineer (A0511)

## Candidate Requirements

- HND / Degree in Electrical and Electronic Engineering, Computer Science or similar
- 2 + years' experience working in a customer focused engineering role
- Knowledge and experience of IP networking
- Excellent verbal and written communication skills
- Able to undertake occasional travel (short term but worldwide locations)
- Experience with support of hardware products or a background in audio, broadcast or communication technologies will be an advantage as will be knowledge and experience of ISDN / X21 / E1 / T1

## To apply

Please send CV with full details of educational achievement, relevant experience and interests to [robson@worldcastsystems.com](mailto:robson@worldcastsystems.com) by 1<sup>st</sup> October 2011.

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## About APT

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### Working in APT

Apt is based in large, modern, open-plan style offices on the Springfield Road, Belfast with free parking and bike storage facility. Facilities include a communal canteen area with casual seating and pool table and a coffee dock where you can get your coffee from freshly ground beans from the Jura coffee machine.

The day to day environment is hard working but informal. We have a friendly and welcoming team who are passionate about their technologies but also have many and varied interests in their spare time. Lunchtime activities include football, badminton, swimming and running as well as daily challenges for the pool champion trophy. There are regular staff social and charity events which are keenly supported.

APT offers all employees a competitive salary, pension scheme with excellent employer contribution after qualifying period, life insurance, service related holiday entitlements, cycle to work scheme, childcare vouchers and access to private medical insurance.

In APT you will have the opportunity to progress quickly and to move between job functions as your skills develop and strengths become clear. The company has the energy and passion of a small company that has achieved great success, but since becoming part of the WorldCast Systems group in March 2009 we also have the support and diversity of a larger group to underpin future growth. Product Roadmaps will be coordinated across the group companies with cross company project teams becoming increasingly common, giving the opportunity to all staff to widen their scope, responsibilities and skills range.

**APT Ltd** ([www.aptcodescs.com](http://www.aptcodescs.com)) was originally formed in 1989 as a spin-off organisation from Queen's University Belfast. APT has grown into a highly successful international export company and currently employs around 30 technical, sales and administrative staff. From its Belfast headquarters, the company develops innovative audio and video transport solutions which are sold to major broadcasters and telecoms companies throughout Europe, Asia and North America. Customers have included post production studios Skywalker Sound and Disney Pixar and global broadcasters BBC, ABC and Clear Channel.

**WorldCast Systems** is a highly respected provider of professional, reliable and innovative broadcast systems to the Radio and Television market worldwide. Encompassing the industry leading brands of APT, Eceso and Audemat, WorldCast Systems offers a wide range of high performing products for the delivery, transmission and monitoring of audio and video content. See [www.audemat.com](http://www.audemat.com) and [www.ecreso.com](http://www.ecreso.com) for information on the other group companies.