



# NORBAR TORQUE TOOLS

## JOB DESCRIPTION

JOB TITLE: TECHNICAL SUPPORT ENGINEER

RESPONSIBLE TO: UK BUSINESS MANAGER

### OVERALL PURPOSE OF THE JOB:

To engage with end users and O.E.M. customers in selected industrial markets to embed Norbar as the torque product of choice. To provide training and technical support to T2 distribution channels.

### KEY TASKS:

1. To support the UK Business Manager by developing and implementing a rolling three-year end-user sales strategy with measured individual objectives.
2. To effectively support and become the first Norbar point of contact for value-added distribution channels and develop long term profitable sales growth.
3. To maintain and develop a detailed understanding of existing and new Norbar products.
4. To establish, build and maintain relationships with the key decision makers within the targeted end users and OEMs on your territory.
5. Identify and detail any global sourcing opportunities within selected end-users.
6. To co-ordinate and support the Regional Business Manager in raising our "Brand Presence" through servitization, engineered solutions, product demonstrations, exhibitions and seminars etc.
7. To feedback to the business any relevant market intelligence or competitor activity and to work closely with Norbar marketing on maintaining an end user database for all key contacts.
8. To liaise and work closely with the Customer Operations team facilitating technical support and servitization opportunities where appropriate.
9. To provide a quality service to both internal and external customers ensuring support is always available and enquiries or queries are answered accurately in a timely fashion.
10. Any other reasonable duties as requested by Regional Business Manager.