



CAD/CAM ~ Machinery ~ Tools ~ Materials ~ Installations

TechSoft UK Ltd.,  
Falcon House, Royal Welch Avenue,  
Bodelwyddan, Denbighshire, LL18 5TQ

Tel : 01745 535007      Email : sales@techsoft.co.uk  
Fax : 01745 535008      Website : www.techsoft.co.uk

## **CAD/CAM TECHNICAL SUPPORT AND SALES ADVISOR (Telephone/Email) Product Design / Engineering Graduate or School Technician / Teacher**

### **Job Description**

An opportunity has arisen within our sales and support team, for an office based (telephone and email) sales and support engineer. The successful candidate will be one of a small but successful team, and must be prepared to be a team player, helping out in any area as necessary. The exact job description will depend on the strengths of the particular candidate.

TechSoft is a leading global supplier of software, machinery, tooling and materials as well as general workshop equipment and resources. Our range is extensive and varied, and our products are used widely within the education sector - mainly school Design & Technology classrooms. As a company, we are innovative and pro-active in our approach to sales, and are committed to providing unrivalled standards of customer service and support.

### **Key responsibilities:**

1. Answering regular incoming sales & support calls and emails, communicating information effectively to relevant office staff, field-based salespeople and engineers.
2. Taking customer orders and preparing online paperwork to progress these orders through our systems.
3. Servicing and repair of small machines such as knife cutters, 3D printers, and embroidery equipment (training will be given).
4. Working closely with other staff within the office and warehouse to prepare for sales events and equipment installations, etc.
5. During quiet times the work may also involve preparing sample products and display materials (training will be given if necessary).

There will be many opportunities for future career development depending on the skills of the successful candidate.

### **Preferred Skills / Experience**

1. The ideal candidate would have a Product Design / Engineering degree (or similar working background).
2. Essential traits will include enthusiasm, a good telephone manner, good communication skills (both verbal and written), patience, technical competence and a practical and problem solving nature.
3. The successful candidate will be pro-active and able to organise their time and workload effectively.



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4. A high degree of initiative, flexibility and energy will be required.
5. Familiarity with TechSoft products will be an advantage but is not essential as the required training will be given.
6. Competency with 2D & 3D CAD software and a basic knowledge of CNC machinery would be an advantage but is not essential as training will be given.
7. Enthusiasm for working with machines, combined with a good mechanical aptitude would be an advantage.

Aside from these “preferred skills”, a willingness to learn will be essential.

## Terms and Conditions

1. Hours: Office hours are 37.5 hours per week – 9am to 5pm, Monday to Friday with a half hour lunch.
2. Salary: £22,000+ dependent on experience. Start Date: As soon as possible
3. Holidays: 25 days (plus Bank Holidays). Please note that all holidays must be taken during normal school holiday periods. In addition, 3 of the days are fixed for our Christmas closedown and at least 10 days must be taken during the normal school summer holiday period.
4. The successful candidate must be prepared to be a team player, and will be involved with all aspects of TechSoft’s operations whenever necessary.
5. Please note that the job is office based, ie., re-location will be expected where necessary.

## Applications

If you are interested in applying for the above post, please send your C.V. and covering letter to:

Personnel Department, TechSoft UK Ltd., Falcon House, Royal Welch Avenue, Bodelwyddan, Denbighshire, LL18 5TQ

or by email to: [appointments@techsoft.co.uk](mailto:appointments@techsoft.co.uk)