

Telematics Support Engineer

Reporting to	Fleet Services Technical Support Engineer
The company	Brigade is a trusted, multi-award-winning global market leader developing innovative vehicle safety systems, for commercial vehicles and mobile machinery. Our cutting-edge solutions prevent collisions and save lives. Our company culture is defined by ACTION, and these values are at its core. We are Aspirational, We are Customer Centric, We are One Team, We Innovate, We Own It, Now. These values serve as guiding principles that shape the culture and behaviour of the organisation. These values encompass integrity, innovation, teamwork, customer focus and a commitment to excellence.
Purpose of Role	We are seeking a talented and motivated Telematics Support Engineer to join our dynamic team. As a Telematics Support Engineer, you will play a crucial role in the development and enhancement of our telematics products. You will collaborate with cross-functional teams to design, implement, and support innovative solutions that meet the evolving needs of our customers globally
Key Responsibilities	Provide Project Support: Actively participate in project meetings and new product introduction processes, contributing to effective planning and execution. Supplier Collaboration: Work closely with suppliers to leverage their products effectively, ensuring optimal utilization to enhance Brigade's offerings and customer satisfaction. Innovation and Continuous Improvement: Stay updated on industry trends, emerging technologies, and regulatory requirements to drive innovation, identify opportunities for improvement, and contribute to maintaining Brigade's competitive advantage in the telematics market.
Key Tasks	Highly Effective Technical Support: Provide technical support to sales and marketing teams, customers, and internal stakeholders, including product demonstrations, customer presentations, and troubleshooting assistance.

Department Support: Provide department continuity when Team members are not available.

Solution Development: Understand service requirements and feature sets to develop innovative solutions that align with revenue streams and meet customer needs.

Person Specification.

- 3 years' experience in the industry
- Knowledge of IoT platforms cloud services (AWS/Azure), and data analytics tools is desirable
- Strong verbal and written communication skills for effective interaction.
- Decision-making skills, especially in high-pressure situations.
- Flexibility to adapt to changing circumstances and priorities.
- Strong organisational and multitasking abilities to manage multiple priorities effectively.
- Attention to detail in planning, execution, and follow-through.
- Proven track record of achieving and exceeding goals and objectives.
- Proactive, enthusiastic, and driven.
- Flexibility to work beyond normal business hours when required

Limit of Authority £tbc signatory limit

Employee signature **Date**.....

