

Job Description

Telematics Installation Technician

Location: Bracknell/Home/Field	Department: AXI
Level: Team Member	Line Manager: Telematics Installation Manager

Primary Purpose and Function

To effectively and efficiently carryout installation, deinstallation and fitment training of AXI technology solutions (including GPS tracking devices and other connected solutions offered by the business)

Key Accountabilities

- Take ownership for install and deinstall of all AXI technology solutions (including GPS tracking devices and other connected solutions offered by the business)
- Carryout fitment training for customers.
- Ensure sufficient stock levels are maintained.
- Support departments within the business with vehicle knowledge.
- Observing and complying with GDPR
- To achieve objectives and targets set
- Carry out reasonable tasks as requested by your line Manager

Personal Specifications

- Demonstrable experience in a similar role
- Full and valid driving license.
- Previous GPS Installation and de-installation experience
- Ability to communicate and forge effective relationships with internal and external stakeholders / customers.
- General knowledge of different vehicle models and their controls
- Basic knowledge of car maintenance
- Ability to work to deadlines and expectations
- Ability to remain calm and work under pressure
- Demonstrate problem solving skills
- Ability to multitask
- Intermediate computer skills
- Ability to work unsupervised using own initiative
- Customer focused
- Adaptable, tenacious self-starter who is results orientated
- Excellent face to face customer service skills
- Team player

- ▶ Demonstrate behavior in line with Company values; Always Respectful, Inspired to Innovate, Delivering Delight and Fully Accountable.