

# 2ND LINE TECHNICAL SUPPORT

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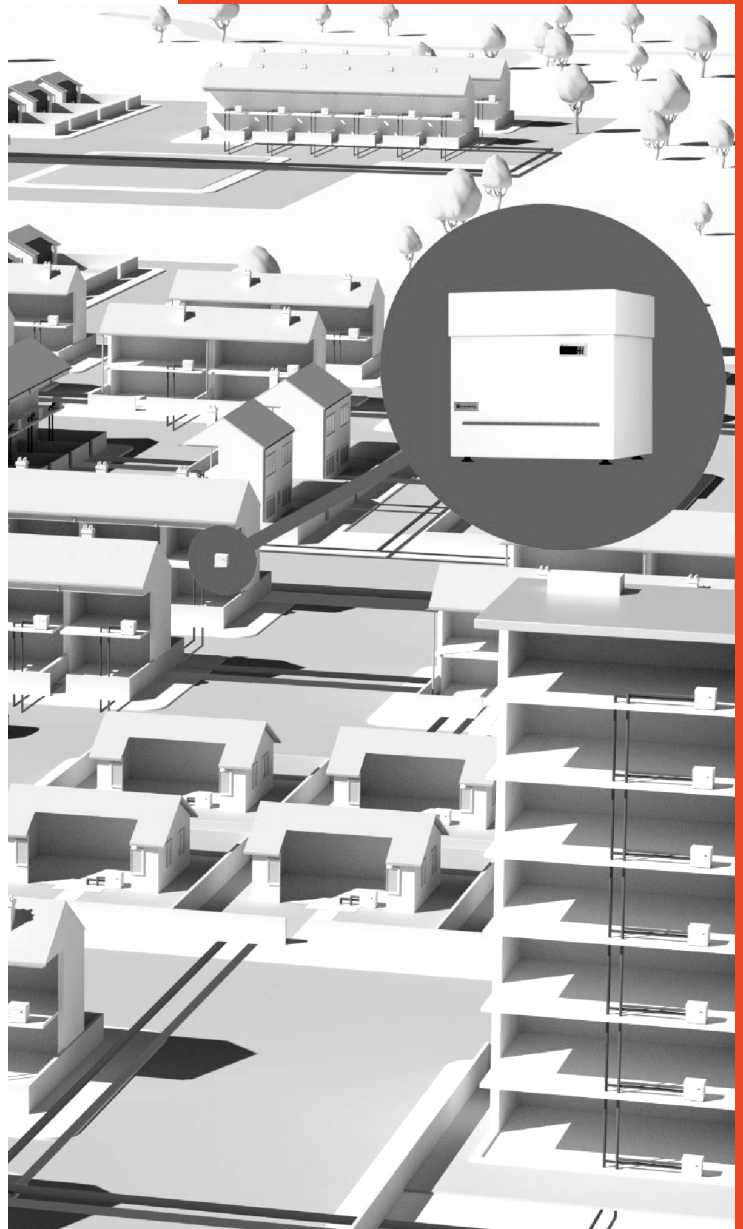
# SUMMARY

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The Kensa Group represents award-winning British engineering at its finest - the UK's leading manufacturer of ground source heat pumps (Kensa Heat Pumps), and the UK's pioneer of their mass-scale installation (Kensa Contracting).

Established in 1999 Kensa is the specialist supplier and manufacturer of ground source heat pumps systems. Kensa supplies its products and services to a wide range of customers including self-builders, installers, house builders, social landlords and other commercial clients.

After over two decades of connecting people to cleaner, greener, and cheaper heat, we need someone to provide a first-class technical service supporting the Kensa Heat Pump range. This will involve supporting other technical team members and answering technical telephone calls or e-mails from clients, end-users and installers,



# OVERVIEW

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As the 2nd Line Technical Support for Kensa Heat Pumps, you'll be adding your skills to our first class technical support team

Your goal will be to assist the technical support department by increasing our capacity to respond to technical telephone calls and emails from clients, end users and installers as well as site visits to diagnose faults, repair issues and carry out other required works when necessary.

You will build good functional relationships with technical colleagues, end users, customers, suppliers, distributors and installers.





# BENEFITS

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To facilitate your success as 2nd Line Technical Support, we will provide an interesting work environment with challenge and opportunity.

At a grass roots level, we welcome you to a culture of hard-working, knowledgeable, inspiring, committed, enthusiastic, and passionate people.

We expect a lot from our staff, because we expect a lot from our industry's potential - we are all committed to the UK's 2050 path to net zero carbon, and are determined to achieve that goal, but we also want to enjoy the journey together.

- Competitive salary: £24,000- £30,000  
Dependent on qualifications and experience.
- Pension: Automatic enrolment into Kensa's company pension scheme.
- Holiday: 25 days holiday increasing to 30 days holiday (plus bank holidays) for 5+ years' service.
- Office culture: Aside from a fully-stocked sweet cupboard, we ensure you are well-stocked and have all of the technology and equipment you need to perform at your best.
- Social events: Work hard, play hard, we love to host regular Kensa parties for staff and their families, and in recent times when we haven't been able to get together in person, we do all we can to keep spirits high.
- Growth: Your development is important - we encourage and help with development including learning, study and software support, all bespoke to you.
- Wellbeing: Free 24/7 access to an independent and confidential Employee Assistance Programme for you and your immediate family.
- Health: Private Health Insurance available after one year of service.
- Active: Cycle to Work Scheme to help lower your carbon footprint whilst boosting endorphins and your health.

# REQUIREMENTS

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Not everyone can be 2nd Line Technical Support. In this diverse role we are looking for an individual from a similar role or with broad technical ability and customer service skills. To be seriously considered for this role, please read the following in regard to:

## EXPERIENCE

At least 2 years in a role with comparable responsibilities, or a role with transferable skills and responsibilities. Past experience undertaking electrical and mechanical fault diagnosis.

## EDUCATION

Level 2 qualifications in English, Maths and a Science subject or relevant mechanical experience

## CHARACTERISTICS

You will typically have a great capacity for task follow through and attention to detail. Accurate & logical, you are a precise and thorough problem solver, preferably from a technical background. Although, good customer service and telephony skills may be a strength of yours.

You are quick learning, adaptable, and not averse to change. You are a strong listener, and work well as part of a small team as well as autonomously.

## ESSENTIAL SKILLS

- An understanding of thermodynamics, refrigerants and electro-mechanical control systems.
- IT literate (MS Office).
- To work at all times in accordance with the Health & Safety at Work Act 1974.
- Follow all company procedures and guidelines.
- Permitted to work in the UK
- Full UK driving licence.

## DESIRABLE SKILLS

- An understanding of heating & refrigeration systems.
- IT literate (CRM knowledge).
- Plumbing & heating knowledge or experience.
- Customer service experience.
- Brazing / soldering experience.
- G3 Qualified
- BPEC Heat pump qualification
- F gas qualification
- Part P / 18th Edition electrical qualification
- A working knowledge of new and existing Kensa products.

# RESPONSIBILITIES

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As Kensa 2nd Line Technical Support, you'll

- Remain a positive ambassador of Kensa at all times.
- Build a comprehensive knowledge of products and keep updated with changes in product and production procedures.
- Handle customer service issues in a calm, non-confrontational and courteous manner.
- Take responsibility for ensuring follow-up actions are taken and full information is recorded.
- Undertake training and assist in training other members of staff as required
- To support the technical contribution on all activities linked to post-installation customer service and technical support to include the management of all Product Alerts and the management of all warranty programmes.
- To support the technical contribution on all commissioning for both residential and commercial applications.
- To support the technical contribution on all activities linked to on-site problem solving which may include site visits.
- To support the technical contribution to the Technical Sales Support Engineer in the provision of a telephone-based commissioning service.
- To support the technical contribution on all activities linked to the management of spare parts and to respond to queries about spare parts.
- To support the technical contribution to the continued development of KHP's site facilities and the management of the facility.
- To assist the Technical Manager in all activities linked to purchasing including the evaluation of new components.
- To assist the Technical Manager and Research and Development Department in all activities linked to Research and Development including the production of prototype models, appliance testing and product documentation.
- To perform production tasks, when necessary.
- To work cooperatively and provide support as required for all companies in the Kensa Group Ltd

## REPORTING STRUCTURE

Reporting to the Technical Support Manager

## WORKBASE & HOURS

The role would be predominantly based in the Cornwall office Monday - Friday 9am - 5pm. At times you will be required to work on site and this may involve a number of overnight stays and longer hours mostly planned in advance. (Note - There inevitably is a requirement for reactive visits that can't be planned)

APPLY NOW

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Apply online here:

[thekensagroup.com/kensa-job-vacancies/](https://thekensagroup.com/kensa-job-vacancies/)

Or send a copy of your CV and a covering letter to:  
[jobs@thekensagroup.com](mailto:jobs@thekensagroup.com)





# Kensa Heat Pumps

A KENSA GROUP COMPANY

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This job description and benefits may be subject to change, in consultation with the postholder, in response to new circumstances.

Kensa are an equal opportunities employer and are committed to providing a working environment that is free from all forms of discrimination and where all employees are treated with dignity and respect.

Please see our Equal Opportunity, Dignity and Diversity Policy for further information.