

## QUALITY & TECH SUPPORT ASSISTANT

Lascar Electronics is a fast-growing international electronics business, with offices in the UK, USA and Hong Kong, specialising in the design and manufacture of data loggers, smart graphic displays and custom electronic products. Lascar has an ambitious growth plan to develop new products and push into new markets in order to remain at the forefront of the electronics industry.

We are looking for a highly motivated individual to join our Operations team at our Old Sarum office as a Quality & Tech Support Assistant. The role will provide operational support to a key client and provide assistance with returns processing.

### Key responsibilities will include:

- Monitoring support channels and offering technical support as and when needed.
- Identifying issues that require a replacement device and prepare, log and despatch the replacement.
- Processing any device returns.
- Investigating and fault-finding faulty products, liaising with the customer, engineering and production to resolve the fault to a final conclusion.
- Being involved with testing new products and/or updates as required and ensuring that accurate test results are kept and feedback provided to the relevant department.
- Monitoring customer feedback from returns investigations on issues or improvements with regard to the products and reporting back to the Technical Support Team, Customer Support Manager and Cloud team.

You will ideally have basic fault-finding skills and an understanding of basic electronics would be an advantage but not essential as full training will be given. You must have excellent interpersonal skills, a friendly and professional manner and an interest in problem solving and learning new skills.

### Benefits:

- Salary:** Up to £25,000 depending on skills and experience.
- Working Hours:** Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4pm.
- Holidays:** Starting entitlement of 22 days plus Bank Holidays increasing each year to a maximum of 28 days plus Bank Holidays.
- Sabbatical:** One month paid sabbatical after 6 years.

Lascar is a non-smoking/non-vaping company.

If you want to be part of this strong, fast growing business with excellent salary, benefits and career prospects, please send your CV together with a covering letter to: [personnel@lascar.co.uk](mailto:personnel@lascar.co.uk). For further information please visit our websites [www.lascarelectronics.com](http://www.lascarelectronics.com)