



PRODUCT SUPPORT ENGINEER

About this role

About Us: IQD is a leading timing and frequency control company dedicated to delivering high-quality products and services to our customers. We are committed to innovation, excellence, and continuous improvement. Based in Crewkerne, Somerset, UK, we have a network of long-standing global customers. As a centre of excellence in frequency products for the Würth Elektronik (WE) eiSos group, we benefit from global infrastructure and support while maintaining the agility of a small business.

Company Culture: At IQD, we foster a collaborative and inclusive work environment where every team member is valued and encouraged to contribute their unique skills and perspectives. Our culture is built on the principles of respect, integrity, and continuous learning. We believe in empowering our employees through professional development opportunities and promoting a healthy work-life balance. Innovation and excellence are at the heart of everything we do, and we strive to create a workplace where creativity and teamwork drive our success.

Job Summary: We are seeking a highly skilled and customer-focused Product Support Engineer to join our team. The successful candidate will provide technical assistance and support to our customers and sales team, and ensure a high level of customer satisfaction.

Duties

Key Responsibilities:

- Provide technical support to the sales team and customers.
- Develop new product specifications based on customer needs and factory capabilities.
- Maintain the software database of product specifications
- Guide customers through step-by-step solutions.
- Document and track customer issues and resolutions using our ticket base system.
- Collaborate with engineering and production teams to resolve complex issues.
- PCB evaluations of customer circuit and boards
- Create and maintain technical documentation and knowledge base articles.
- Conduct training sessions for customers and internal staff.
- Stay updated with product knowledge and industry trends.
- Ensure timely and effective resolution of customer inquiries.
- Occasional visits to customers in UK and Europe may be required.

Main Duties:

- Deliver exceptional customer service to both internal and external clients.
- Assist IQD and eiSos Sales and Business Development teams with technical issues.
- Respond promptly to all customer inquiries.

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- Create and update models and specifications.
- Communicate customer-related actions to relevant personnel.
- Maintain and update technical data databases.
- Create 3D CAD models for the IQD product range.
- Contribute to the technical content of the IQD website.
- Assist with technical documentation (press releases, blogs, articles).
- Perform tasks as requested by the line manager.

Additional Duties:

- Collaborate with suppliers on new and existing technology.
- Assist in the technical training of sales and business development teams.
- Stay updated on industry technology developments and share knowledge within the company.
- Respond promptly to all customer inquiries.

Qualifications:

- National Diploma or higher in an engineering-related field, preferably electronics.

Skills and Experience

Essential Experience:

- Proven experience in technical support or a similar role.
- Knowledge of electronics, especially frequency products.
- Ability to learn new software independently.
- Excellent organisational and time management skills.
- Strong Excel skills to include X Lookups and formulas
- Familiarity with Office365
- Proficiency in troubleshooting hardware and software issues.
- Familiarity with operating systems (Windows, macOS)
- Customer-oriented mindset with a focus on delivering high-quality support.

Desirable Experience:

- Experience with customer support software and ticketing systems.
- Strong software skills, including database management and basic coding experience in relevant technologies
- Customer support via email and telephone.
- Experience with 3D CAD software (solid edge)
- Database management skills.



Personal Skills:

- Confidential and trustworthy with strong integrity.
- Self-starter with the ability to work independently.
- Tenacious, determined, and well-organised with attention to detail.
- Adaptable and flexible.
- Highly computer literate, proficient in CRM, ERP, and office software.
- Strong written and verbal communication skills.
- Team player with good interpersonal skills.
- Methodical with strong planning skills.
- Problem-solving abilities.
- Proficient in numerical and statistical analysis.

Benefits

- 35 hours per week – flexible
- Permanent contract.
- Hybrid working option following a successful probation period.

See the website for a full list of company benefits - [IQD](#)