



TECHNICAL SUPPORT ENGINEER

Due to continued growth IQD are again looking to expand our Technical Support team.

About Us

IQD Frequency Products Ltd has been providing electronic components for time and frequency control for close to 50 years. We are based in the UK but support customers across the world.

Three years ago IQD became part of the Würth eiSos group who supply a large range of electronic components. The eiSos group includes 7,000 employees and has an active sales team based in every country in the world.

So we are a small company thinking dynamically and constantly looking to change and adapt to the market needs, but we are also part of a very large global company with all the infrastructure, support and opportunities this offers.

About this role

You will join a small, very experienced team based at our Crewkerne office. You will bring an understanding of electronics and we will give you an in depth knowledge of crystals and oscillator circuits from watch crystals through to Rubidium oscillators. You will learn about the electronics industry from the supply chain to the R&D houses, developing a feel for competitor's strengths and weaknesses. We will give you the skills to identify the right product to meet the customers design requirements and ensure that our sales team are able to win the opportunity.

Sitting in the IQD sales office you will apply this knowledge to support our sales team when customers raise technical issues. You will also deal directly with customers via email or phone call, and occasionally there will be a need to visit the customer in person.

IQD have a database of over ninety thousand parts and you will learn how to manage the data from this database. All your technical enquires culminate in the documentation of a customer's needs in this database. You will use this to draw up specifications based on customer requirements and factory capability.

We have a full test laboratory on site and you will be encouraged to learn how to use the equipment to provide actual measured data to support customer's enquiries where possible.

Our industry is constantly changing and evolving, you will be interested in these developments and will add value to discussions on new product introductions. You will play a significant role in training the sales force of both IQD and eiSos to give them the confidence to offer these new products to a customer. You will write the training documentation and deliver this to the team.

You will have confidence using software packages such as MS Office, Adobe Illustrator and other packages. You will enjoy getting to grips with new software packages and even become involved in the design of future software packages to improve the customer support we can offer.

Duties

- Ensuring 'Best in Class' customer service is delivered to all internal and external customers



- To support IQD and eiSos Sales and Business Development teams on application/ technical issues
- To respond to all customer (internal & external) enquiries in a timely manner
- Creation of new models that need to be drawn up and updates on existing specifications
- Ensure that all actions referring to customers are effectively communicated to all relevant personnel
- Liaise with suppliers on new technology and updates to existing technology in conjunction with other departments
- Assist in the technical training of the IQD and eiSos Sales and Business Development teams
- Stay abreast of technology developments relevant to our industry and disseminate this knowledge through the company

Skills

- The role requires a knowledge of electronics (preferably frequency products), with a good working knowledge of electronics industry
- Our customers come from throughout the electronics industry, you will be expected to show an interest in their projects as well as general developments in the electronics industry, thus contributing to IQD Frequency Product's strength and market knowledge
- Good interpersonal and communication skills are essential as written and verbal interactions with customers and peers is a major part of the job
- Accurately documenting customer's technical specifications requires good attention to detail and as all work is documented on our computer system strong IT skills are required
- Customer queries come in many forms so prioritisation and effective time management are important

Company background

IQD Frequency Products has operations in America, Asia and Europe; offering a comprehensive frequency product range. From low cost commercial grade product to that used in high reliability military and professional grade applications, including Quartz Crystals, Crystal Clock Oscillators, VCXOs, TCXOs and OCXOs and Rubidium Oscillators covering frequencies from the kHz range to over 1GHz. As of 2017 the company was acquired by Würth eiSos group and the company is now on an ambitious growth plan, with all the opportunities that this might bring with it.