

## **CUSTOMER TECHNICAL SUPPORT & CAD OPERATOR**

Hörmann UK Ltd, are looking to recruit a presales technical support & CAD operator to join our busy projects team. We are an established market leading manufacturer and distributor of industrial doors and loading bay equipment, based in North West Leicestershire. The successful individual will be responsible for liaising with trade customers, architects and main contractors. The successful individual will ideally be an experienced technical based CAD operator.

### **The Role**

- Offering pre-sales technical support to our customers phone calls and emails supporting all our products.
- Generating and issuing CAD drawings as required to support our trade customers.
- Issuing CAD sections to architects to assist in their drawings.
- Issuing product drawing layouts and chasing for approvals.
- Occasionally attending client meetings off site to support our area sales team. (pool car will be provided)

### **The Candidate**

- From the Industrial door and/or loading bay industry and being CAD experienced would be the ideal candidate, but having at least one of these would be considered.
- Self-motivated and enthusiastic, able to work alone and also as a team.
- A strong, clear communicator both verbally and electronically.
- Organised yet flexible with an ability to adapt to changes in workload.
- Able to demonstrate good working IT skills (Microsoft Outlook, Word & Excel essential) with the ability to learn in house systems.
- Produce and issue CAD drawings from templates where available
- Able to demonstrate a technical ability to read drawings and understand the product.

### **The Benefits**

- Full time position
- Competitive pension package after qualifying period.
- Standard hours of 8.30am to 5pm Monday to Friday 8.30am to 4.30pm Friday.
- Free car parking on a first come first served basis.
- Up to 25 days holiday pro-rata
- Canteen facilities with cold drink & snack vending, microwave and fridges.
- BIM and product training to support the role.