



Title: Jaguar-Land Rover (JLR) Master Support Technician

Reports to: Technical Line Manager

Based at: Westcoast (Pacific Time Zone)

Normal working hours: Monday – Friday 09:00–6:00

Shift Hours (where applicable)

Shift patterns are subject to change to suit the needs of a global business which may include 24/7, 365 cover

Job summary:

The main purpose of this role is to provide technical support via telephone and electronic methods for customers requiring information to help fix vehicles. This information will include instruction, advice or support related to the use of a diagnostic tool or the diagnosis, repair or maintenance of said vehicle, or other related information for Jaguar and Land Rover (JLR).

The Master Technician role assists other technicians in developing their skills and competencies by providing technical support and coaching.

Key responsibilities and accountabilities:

- JLR Master Techs provide information and advice on vehicle diagnostics and technical solutions to customers via telephone and other electronic methods
- Log all contacts in the support log customer database (CRM) and maintain records of information and advice given to an agreed standard and process
- Provide appropriately detailed information on the support management system to enable efficient resolution of future customer contact
- Resolve queries related to the use and operation of the relevant diagnostic product
- Maximise first time resolution of customer queries
- Collect and log information on Autologic and other systems as required
- Adhere to company procedures and quality standards
- Attend training and develop existing knowledge and learn new relevant skills pertinent to the role
- Provide training support to customers and employees as required
- Liaise with engineers to develop Autologic software, data and hardware products
- Create customer help files, training information, user guides and technical information bulletins
- Prepare training material
- Deliver technical training
- May be required to support global customers, working in a shift pattern
- Take ownership of own workload to efficiently respond to customer contacts.
- Provide accurate fault diagnosis procedures for Autologic's customers
- Maintain up to date repair solution knowledge
- Develop vehicle investigative strategies
- Disseminating technical information to colleagues and others

- To adhere to company policies and procedures, quality standards and Health and Safety practices.
- Identifies opportunities for continuous improvement
- Adopts a professional manner at all times with colleagues and customers
- Any other duties required in order to support the needs of the business

Specific job skills:

- Excellent communication skills, both written and spoken
- Professional approach and positive demeanour
- Ability to breakdown problems and communicate solutions in a structured manner for **JLR**
- Excellent evaluation and decision making skills to determine the level of support required for **JLR**
- Good organization skills with an ability to prioritize
- Excellent knowledge of Autologic products, systems and processes
- Strong problem solving skills
- Excellent customer service skills and experience
- Diagnostic skills and knowledge of the diagnostic process
- Ability to evaluate information and diagnose technical problems effectively
- Sound knowledge of electrical, electronic and mechanical systems
- Ability to work using own initiative and work as part of a team
- Master Technician Qualifications for **Jaguar Land Rover**
- 5 Years Dealership experience

Computer Skills:

- Proficient in Microsoft programmes
- Proficient in the use of other computer packages