

# Systems Support Engineer

## Why work for GDS Instruments?

GDS have been at the forefront of designing computer controlled systems to evaluate the mechanical properties of soil and rock for over 40 years and are highly regarded within the geotechnical and earthquake engineering design sector. In 2011 we were awarded the prestigious Queens Award for 'Enterprise in International Trade' and now export to over 70 countries worldwide. We take pride in our company mission and vision statements which underpins our core staff values as we work together to be the best in our field.

### **Our Mission:**

Dedicated to exceeding customer expectations by providing quality, service and on time delivery whilst listening to our customers needs.

### **Our Vision:**

To be the world leader in advanced software controlled geotechnical laboratory systems.

## Purpose of the role:

As a Technical Support Assistant, you will primarily be supporting our customers with the configuration of software, drivers and firmware . In addition to this you will;

- Work alongside our geotechnical experts and product development team
- Ensure proper understanding and use of our equipment, and help our customer with the resolution of any issues
- Debug/fault find any reported failure cases and suggest remedial action
- Support the roll out of new applications
- Become an expert on the use of our geotechnical testing systems, allowing you to contribute to system commissioning and installation

## Person Specification:

In order to be a successful Technical Support Assistant, your contributions will be integral to advancing geotechnical engineering in a dynamic environment.

You will need to possess;

- The ability to troubleshoot complex hardware and software issues
- A desire to support external customers using remote software
- Excellent communication skills, both written and verbal, with the ability to effectively interact with clients and internal teams.

In addition to the above, any experience in application support or a technical customer service role would be highly advantageous. However, if you are a graduate with demonstrable skills in the relevant field, twinned with a desire to build a career with a forward thinking , multi national company, we would also welcome your application.

## GDS Benefits

GDS continuously strive to introduce new ways to ensure that our staff have a great work life/

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| • <b>Bike to work scheme</b>      | • <b>Employee Assistance Program</b>        |
| • <b>Share incentive scheme</b>   | • <b>Company bonus scheme</b>               |
| • <b>Free daily catered lunch</b> | • <b>Free fruit delivered twice weekly</b>  |
| • <b>Wellbeing break out area</b> | • <b>Workplace pension scheme</b>           |
| • <b>General Life Assurance</b>   | • <b>Wellness activities and incentives</b> |
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If you are interested in knowing more about this role or would be interested in applying for the position, please send your queries, CV and covering letter to [Salena@gdsinstruments.com](mailto:Salena@gdsinstruments.com)