

Job Title: Senior/Principal Hardware Support Engineer

Location: Bingham

Type: Full-Time

Role Overview

At **SURE Solutions**, we specialise in innovative **CCTV, telematics, and AI-driven software solutions** designed for vehicle and infrastructure security. Our mission is to provide cutting-edge hardware and software products that ensure safety, efficiency, and reliability for our clients. As part of our continued growth, we are seeking a seasoned **Hardware Support Engineer** to manage our hardware product portfolio, provide exceptional technical support, and become the go-to expert within our organisation. The ideal candidate will have a strong background in hardware, particularly in **telematics, CCTV**, or related technologies, along with excellent analytical, problem-solving, and communication skills. This role involves supporting both internal teams and external customers, delivering technical training, and staying current with industry advancements.

Key Responsibilities

Technical Support and Communication

- Manage **helpdesk tickets** from initiation to resolution, collaborating with various departments to ensure effective solutions.
- Provide **technical support** via phone and email, assisting with fault diagnosis and general technical queries.
- Occasionally travel to customer sites to understand requirements and resolve complex technical issues.

Technical Training and Onboarding

- Develop and deliver **technical training programs** for engineers and customers.
- Provide **technical onboarding** and guidance to customers, ensuring they can effectively utilise our products.
- Evaluate, create, and update **Field Service Guides** to improve first-time fix rates and enhance engineer knowledge.

Hardware Product Evangelist

- Gain comprehensive knowledge of our hardware and related software products, becoming the **product champion**.
- Demonstrate product features and benefits to clients, partners, and internal teams to drive adoption and customer satisfaction.

Testing, Evaluation, and Product Management

- Conduct **hands-on testing** of CCTV systems, 4G routers, and VMS software to identify and troubleshoot faults.
 - Identify **market trends** and new technologies/products; recommend new products or propose better alternatives to existing ones.
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Ideal Candidate Profile

- **Passion and Expertise** in hardware, preferably in the electronics or tech industry. Experience with **CCTV** or **networking** is a plus.
- Ability to engage in **technical conversations**, effectively challenging and questioning to achieve the best outcomes.
- **Excellent communication skills**, both written and verbal.
- Proficiency in **Microsoft Office** and the ability to quickly learn new software packages.
- Strong ability to work **independently** and manage workload effectively.