

## APPLICATION SUPPORT TECHNICIAN

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<b>Role title:</b>	Application Support Technician
<b>Reporting to:</b>	Business Manager - Roofing
<b>Main Role:</b>	<p>Apollo Roofing Solutions is part of the UK's largest privately-owned liquid adhesive, sealant, coating &amp; primer manufacturer (Apollo). We manufacture high-performance adhesives, liquid coatings and primers for flat roofing applications. Our brand is hidden, yet our reach is far. We have been providing products to the biggest roofing system suppliers across the globe for over two decades. Our vision is to become our customers' 'unseen coating, adhesive and primer department'.</p> <p>You will be responsible for the ongoing technical support for our customers, on-the-road Sales team and Key Account Managers with the main focus of supporting the roofing markets.</p>

### **Generic Responsibilities**

- Providing support to the Commercial and Technical departments, being heavily focused in the involvement of Apollo's internal procedures
- Providing support for all Apollo's products used within flat waterproofing systems with our private-label partners
- Supporting customers onsite with technical assistance, dealing with troubleshooting and advising onsite suitability and failures
- Performing product demonstrations once training has been completed and assisting customers with the application process
- Creating and maintaining application guidelines
- Commercially supporting the Sales team with the translations of unit price of products to the form of coverage achieved
- Promoting best working practices in accordance with the application methods

### **Skills required**

- Previous experience within the roofing industry, particularly product application (beneficial)
  - Ability to work autonomously
  - Confident in dealing with challenging situations
  - Ability to communicate with both customers and colleagues professionally
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## **APPLICATION SUPPORT TECHNICIAN**

- Organised with excellent planning and time management abilities
- Experienced problem solver with a practical can-do attitude
- Exhibit the core values of Safety, Care and Trust
- IT literate including Microsoft Word and Excel
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For general enquires please call 01827 54281 or email [ae@apollo.co.uk](mailto:ae@apollo.co.uk) for further information.

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