

## About the job

- Support Canon distributors, Channel Partners, and Canon end-users to achieve and maintain the optimum performance of nominated products. This includes responsibility for analyzing, documenting, testing, communicating, liaising, and ultimately solving product problems. Problem resolution will be either from technical specialists' own knowledge or by appropriate and timely escalation to other Quality Assurance functions.
- Report, recommend and take appropriate action regarding Photo Video product performance, technical marketing, and technical training matters.
- Develop expertise so as to be the go to person for all Support information for the product category
- Design and deliver technical training on Canon Photo & Video products as designated by the Service Head.
- To Train, control, monitor and support the day-to-day technical support from CCNA Technical department.
- To develop improved service delivery in line with CCNA Service directions.
- To plan, develop and implement any specific project or strategy to develop the service provided by CCNA

## What we give

With Canon, you'll get the support and encouragement you need to grow, from people who share your ambition. We'll invest in your professional development to help you learn and progress in your role with us. You'll find leaders who give you the freedom to explore new things and a team where knowledge is shared openly.

## Quality and technical assurance of products

- Assess and report on the performance of specified products.
- Manage CCNA warranty approvals for the Photo Video products
- Monitor/report the repair trends.
- Propose and implement actions to ensure that those products perform reliably and efficiently.
- Take technical initiatives to prevent problems from developing, and to minimize problems which arises.

## Service Support

- Monitor, and distribute all support information to Service Partners in accordance with the company information security policy.
- Recommend, prepare, and action service seminars, Product launches, Marketing events individually, or together with other Canon Service, Sales, or Marketing staff, as required.
- Regularly update Health and Safety information in order to provide advice on and resolve queries relating to technical safety standards.

- Prompt escalation to next level and field support in case of major escalation.

#### Technical Assistance

- Provide telephone or written support to Canon distributors and end-users using Canon systems.
- Identify key support issues from those escalated, and propose actions to resolve, liaising with other Canon personnel as appropriate (for instance, Canon Europe's Technical Service Support personnel).
- Visit end-user or distributor premises to investigate and resolve problems as necessary.
- Evaluate, prioritize, and respond to field suggestions and written enquiries.

#### Sales & Marketing Support

- Interface with Marketing and Product Departments of Canon CCNA, Canon Europe, and other relevant companies to assess and report on viability of new products, peripherals and accessories, and their technical suitability to the African Market.
- Take overall technical responsibility for assigned products.
- Provide technical assistance and support to Training Courses, Product Launches, Exhibitions and Seminars carried out by Sales & Marketing.
- Agree and implement appropriate machine modification/rework programmes, through effective liaison with Central Canon Team.

#### Technical Training

- Attend training courses on nominated products as required.
- Write effective training courses for nominated products, to include, visual aids, practical exercises, and means to check understanding.
- Effectively deliver training courses to internal & Canon Partner teams at suitable locations in UAE, abroad or virtually.
- Maintain and update training records.

#### General

- Maintain and update records of Technical Department.
- Share performance results regularly.
- Carry out other duties as requested by Service Manager.

#### Technical Team Support

- To support the technical team in the Service department within CCNA.
- To provide feedback and actions to develop the service's provided by the CCNA Technical team.
- Carry out other duties as requested by Service Manager.

## Management Support

- To undertake any project directed by the Service Manager.
- To provide feedback on team performance (informally and formally) as requested.

## What we ask

- Degree/Diploma caliber individual with relevant recognized formal qualifications very desirable.
- High level of technical knowledge and experience (5 years minimum) coupled with the ability to relate technical information to non-technical people at all levels.
- Previous experience of formal classroom training desirable.
- Functional knowledge and/or understanding of Canon products useful.
- Fluency in written and spoken English. French would be an advantage.
- High level of written and spoken communications required.
- Professional appearance, attitude, and communication style.
- Familiarity with MS Office applications, i.e. Word, Excel, PowerPoint.

## You will need

### Interpersonal Requirements

- Excellent analytical skills and a logical mind.
- Motivation and aptitude to continue learning as new technology is introduced.
- Able to communicate, at times involving complex technical information, to individuals at all levels, internally and externally.
- To be able to support and advise colleagues in a constructive way
- To be able to deputize for Service Manager
- Lifting/Moving machines.
- Frequent overseas travel and periods away from home on a short notice

### Physical Requirements

- Lifting/Moving machines.
- Frequent overseas travel and periods away from home on a short notice

## Further Information

- Ability to prioritize workload efficiently.
- Ability to work on own initiatives under strict deadlines.
- Flexibility to deal with changing requirements.

Canon is an equal opportunity employer. Canon recruits, employs, trains, compensates and promotes regardless of race, religion, national origin, sex, disability, age, veteran status or other protected status as required by law.

At Canon we have a clear vision to be committed to creating a more inclusive and equitable culture where employees are valued and can thrive personally and professionally.

Canon also has a strong commitment to sustainability, encompassed by our Kyosei philosophy of living and working together for the common good, focused on reducing our environmental impact and creating opportunities to make positive social contribution.

we will not accept applications after 30/5/2024