

CUSTOMER SUPPORT TECHNOLOGIST

The person will be in either customer support in a food company or working for a consultancy rather than a manufacturer. If the role is pure NPD customer support then the profile may be more aligned to a NPD, Development or Process Technologist profile.

Please note for this role, the data set is small and thus more limited in reliability

KEY FEATURES

Typical Role Names

- Customer Support Technologist
- Consultant Technologist
- 'Consultant' or 'Customer' in the Role Title

So What is Desirable for a Customer Support Technologist?

There are standards for the technical content of Food Sciences degrees; but there are more aspects you can develop to support success in the workplace. **14 typical graduate roles types** have been identified & this is one of them. Industry have outlined what they think may be the most valuable skills, knowledge and behaviours for this role. They are outlined in **8 themes** then more detail is provided on specific **elements**. Below is the profile for this role.

Desirable Themes for this Role

D8	The Business World	Appreciation of systems and drivers that produce successful operational performance and profit. <i>(this role has the highest association with D8)</i>	D3	Data, Numbers and Communications	The ability to embrace information of all types, then use it and disseminate to best advantage.
D5	Working Well with Others	Using a variety of styles for effectiveness and synergy in your relationships and activities with others.	D1	Positivity	Having the behaviours that drive success and wellbeing in the workplace.

Desirable Elements for this Role

Acceptance of Ambiguity
Commercial Awareness
Confidence
English Proficiency
Listening
Negotiation and Influencing
Networking & Relationship Building

Planning and Organising
Positive Attitude
Reliability
Resilience
Resourcefulness
Self-Motivated
Verbal Communication

Competencies for Food Graduate Careers

This material has been developed with full food and drink industry involvement to support new graduates, employers and degree educators.



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We have worked with the IFST on sharing this information, please see the webpage:
<https://www.ifst.org/knowledge-centre-other-knowledge/competencies-food-graduate-careers>

For more information please contact
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