



Section Leader – Digital Office Equipment - Aberdeen

Company: Capital Document Solutions

Location: Aberdeen

Position: immediate; full-time, permanent

The role

We have an exciting new position, based in Aberdeen, for a senior office equipment engineer who can also demonstrate people management skills and is ultimately looking to progress into a Service management role.

Capital Document Solutions has further strengthened its already established position as Scotland's leading supplier of the market's premier brands following our recently announced partnership with Canon. Canon's latest hardware and Uniflow Print Management software products now join our portfolio of Ricoh, Konica Minolta and HP world-class products. This means that Capital offers an unbeatable "one stop shop" for all businesses throughout Scotland to source the best digital and print management solutions.

If you would like to play a part in our continuing development and success, this opening is for someone with specialist industry experience who has the personal attributes to be able to lead a team and wishes to develop these skills further. While your position, especially in your first year, will be predominantly customer-facing in the field and offering technical support to clients and engineers, the role is also expected to develop into deputising for our Aberdeen Branch Service Director in the day-to-day management of the branch. As this will involve some duties in the management of the building, it is essential that you live within the Aberdeen area.

To develop in this role, you will need effective relationship-building and leadership skills, with a real understanding of how to get people to work collaboratively. It is also essential that you are proficient in at least one of the following group of products: Ricoh, Konica Minolta, HP or Canon.

Personal qualities/ competencies

- A product specialist in at least one of the named group of products – able to advise and support our field engineers with a best practice approach
- People management skills - the ability to get positive results through others
- Proficiency in the use of MS Word and IT systems, quick and open to learning new processes
- A good communicator and relationship builder – you will be speaking to a wide range of people up, across and down, both internally and externally
- A team player with a "can do" attitude
- Someone who bring solutions more than problems
- A person who demonstrates integrity and honesty
- Naturally helpful, organised and calm with a broad sense of humour

Key Duties

- Undertaking field service technical calls and liaising with clients
- Assisting engineers with technical issues; bringing about solutions and differentiating our customer service
- Effectively communicating changes in procedures to a team of engineers who are based in various locations
- Training/ sharing of best practice with the rest of the engineering, installation and administration support team
- Supporting the Aberdeen Service Director in delivering key branch objectives

Benefits/ conditions

- Competitive salary dependent on skills and experience
- Company car and fuel card for business journeys
- Auto enrolment into the company pension scheme after 3 months
- Minimum of 3% personal pension contribution will be matched by a maximum 3% company contribution
- 25 days annual holiday plus 8 public days, with an extra 3 days' annual leave after 2 years' service, and a further 2 days after 5 years' service
- Your main hours of work will be Monday to Friday 8.30 to 5pm, but some flexibility may be required to meet specific client deadlines, cover and workload
- We will arrange a Basic Disclosure certificate for you to meet client compliance
- We are an ISO 9001 (Quality) ISO 14001(Environment), ISO 27001 (Data Security) and Cyber Essentials (Data Security) accredited company

About Capital Document Solutions

Established in 1979, we are Scotland's largest independent supplier of office equipment and document solutions, with over 200 employees working out of our branches in Edinburgh, Glasgow, Aberdeen, Dundee, Inverness and Shetland. As digital technology has developed, our products have expanded to provide clients with the best equipment and software to manage their digital and print requirements. We are a leader in our field and one of 8 approved Scottish Procurement suppliers, with a range of document solutions that produce, manage and distribute documents cost effectively for both the private and public sectors. Our reputation in the industry is second to none and has been established over the years through the expertise of our highly trained staff and market-leading products. Capital has grown significantly since being established in 1979 and acquired Highland Office Equipment in 2013.

Attitude is as important as the skills that you bring to this role. We aim to grow our business through growing our people and our vision statement is: *to continuously strengthen our business and be proud of all that we are and do.* To be successful in this role we will expect you to demonstrate personal values that match our company culture of integrity, responsibility, care and openness.

If you think you have the potential to excel in this role, please send your CV and a covering letter to Beverley Burness – bburness@capital-solutions.co.uk