

Job Title: Workshop Service Engineer - Thermal Transfer Printers and TTO Coders

Company Overview:

Thermal Printer Support Ltd. based in Redditch, is a leading supplier of service, technical support and supplier of hardware and labelling solutions to our customers, specialising in thermal transfer printers and TTO Coding Solutions for various industries including manufacturing, logistics, healthcare, and retail. Our cutting-edge technology ensures efficient and high-quality printing solutions for our clients nationwide. We are currently seeking a skilled Workshop Engineer to join our team and provide inhouse expert technical support and maintenance services for our thermal transfer printers and TTO coders.

TPS Prides itself in giving our customers the highest level of support in all the services offered, aiming to support and bring out the best in our people offering a competitive salary and career development.

Position Overview:

As a Workshop Service Engineer specialising in thermal transfer printers, you will be responsible for the inspection and subsequent repair ensuring the optimal performance, functionality, and reliability of printing equipment returned to our workshop ahead of its return to our clients as well as commissioning new solutions and equipment prior to shipping for new installations. You will play a crucial role in diagnosing and resolving technical issues, conducting preventive maintenance, and delivering exceptional customer service & Technical support to ensure maximum uptime and client satisfaction. You will also assist with giving technical support to our internal Service administration and field based service team.

Key Responsibilities:

Service, install, configure and set up thermal transfer printers at our Redditch Workshop and client locations when required, ensuring proper functionality and integration with existing systems.

Assist the sales team to sell the complete range of TPS / DK Coding products and services, supporting product demonstrations both in our Redditch office and at client's sites as required.

Perform service, routine maintenance and calibration procedures to optimise printer performance and extend equipment lifespan.

Diagnose technical issues with thermal transfer printers through troubleshooting techniques, remote diagnostics, and inspections.

Execute repairs and replacements of faulty components, including printheads, sensors, motors, and controllers, to restore printer functionality promptly.

Aid with repair and support for our TTS Production equipment as required.

Collaborate with the technical support team to escalate complex issues and facilitate timely resolutions, ensuring minimal disruption to client operations.

Train clients and end-users on proper printer usage, maintenance best practices, and troubleshooting procedures to enhance operational efficiency and reduce downtime.

Document service activities, including maintenance tasks performed, parts replaced, and solutions implemented, for accurate record-keeping and reporting purposes.

Assist with developing a first class in house ribbon testing program – from the workshop for the TTS range of thermal transfer ribbons.

Manage keeping our Technical documentation, manuals, firmware and supporting software up to date and organised.

Stay trained and updated on emerging technologies, industry trends, and product developments related to thermal transfer printing to provide informed technical assistance and recommendations.

Adhere to company policies, safety regulations, and quality standards while performing service activities to ensure compliance and mitigate risks.

Collaborate with cross-functional teams, including sales, engineering, and product development, to provide feedback on product performance, reliability, customer requirements and assist with new product & solution development.

Essential Skills:

Proven experience working as a Service Engineer or Field Technician, preferably in the printing industry or related field.

In-depth knowledge of thermal transfer printing technology, including printer mechanics, electronics, and software systems.

Proficiency in diagnosing and troubleshooting technical issues using diagnostic tools, schematics, and service manuals.

Strong mechanical aptitude and hands-on experience in repairing and servicing.

Excellent communication skills with the ability to interact professionally with clients, colleagues, and stakeholders.

Detail-oriented with strong analytical and problem-solving abilities.

Ability to work independently and when required working with and supporting the field based service team, manage priorities effectively, and thrive in a fast-paced, customer-focused environment.

Willingness to travel to client sites as needed and work flexible hours to accommodate service requests and project deadlines.

Preferred Qualifications:

Prior experience working with thermal transfer printer / coder models, such as Zebra, Sato, Godex, Markem-Imaje, Videojet, Domino, Linx and Honeywell / Intermec printers would be beneficial.

Certification or training in printer repair and maintenance from recognised industry associations or manufacturers.

Knowledge and training in Label Applicators would be beneficial but not essential as training will be given.

Knowledge of barcode printing standards, label design software.

Join Our Team:

If you are passionate about delivering exceptional service and technical support for thermal transfer printers and thrive in a dynamic, customer-centric environment, we encourage you to apply for the Workshop Service Engineer position at Thermal Printer Support Ltd. Join our team and play a pivotal role in ensuring the reliability and performance of our printing solutions and services for our clients nationwide.

Contact us for more details or to register your interest;

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