Product & Training Support Engineer

工作职责

Product & Training Support Engineer is responsible for providing administrative support, product expertise and advanced after sales technical and training support within Technical Customer Services (TCS). This includes warranty tyre diagnosis, logging and monitoring, specialist service & technical back up for; TCS field Team, DC2, Sales, Marketing and C360 Network in the practical elements of training support, in particular expertise with PSV, CVT & CST tyre fitting, husbandry, vehicle lifting, securing, walk-round checks. As part of Technical Customer Services constant product quality monitoring, this role also is involved in liaising with Central Technical Services and the Bandvulc plant of early warning quality concerns

Product & Training Support Engineer – Key Responsibilities

- Manage the daily customer service of tyre complaints and adjudications, ensuring high performance goals are achieved in processing complaints and dealing with re-examination complaints
- Provide product quality assessment and reporting
- Ensure customer response targets are consistently achieved within defined KPI
- Provide support with the TCS Audit programme where and when necessary
- Provide support in specialist technical expertise as part of the portfolio of technical training courses delivered
- Practical training in vehicle securing, lifting, walk-round, wheel security, tyre fitting, balancing, re-grooving, repairing and all other related factors to the required training courses
- Responsible for the operation and cleanliness of the warranty and training facility, ensuring high service levels, quality standards and that it is fully functional at all times
- Monitor product quality performance, identify emerging quality concerns, coordinate reporting and escalation through internal quality management processes
- Act as the primary liaison between UK Technical Services, Central Technical Services, and manufacturing operations regarding product quality and warranty-related factors
- Initial interface to provide specialist accurate technical support and advice to customers, fleets, dealers, sales teams, and internal stakeholders on tyre technology and performance, servicing, and warranty matters enabling clear and concise data is shared in-line with Continental's compliance
- Assist and deliver technical training and support in the development of training programmes for both commercial vehicle and passenger tyre service networks
- Assist with the creation of training and technical bulletins, videos and other content required for the business

职位号码
REF98431O

工作职能
综合管理

所在地
拉格比

领导力级别
个人贡献者

工作场所灵活度
混合式办公

工作时间
全职

法律实体名称
Continental Tyre Group Ltd.

职位要求

About You:

The ideal candidate will be a highly experienced technical professional with expert knowledge of tyre technology, servicing, warranty investigation, and quality management. They will possess strong analytical, communication, and customer service skills, combined with the ability to drive compliance, support continuous improvement initiatives, and provide technical leadership across the business.

Qualifications and Requirements

Education and Certifications

- GCSEs (or equivalent) in Maths, English, and a Science subject.
- Full clean UK driving licence is desirable
- Relevant technical qualifications or extensive experience within the tyre or automotive industry are highly desirable.
- Competent level MS office

Professional Experience

- Proven experience in a technically focused tyre retail, service, or automotive environment.
- Hands-on experience in commercial vehicle (CVT) and passenger car (PLT) tyre servicing.
- Strong understanding of tyre warranty assessment, complaint handling, and root cause analysis.
- Experience of working with customers, fleets, dealers, and technical service providers.

Technical Knowledge

- Knowledge of tyre construction, manufacturing, and performance characteristics.
- Reasonable understanding of the tyre warranty process within the UK and operational tyre conditions.
- Good understanding of commercial and passenger vehicles.
- Appreciation of tyre quality monitoring and, compliance processes, and technical reporting systems.
- Experience using business systems including Microsoft Office, SAP, and quality management platforms.

Skills and Competencies

- Strong analytical and problem-solving skills with the ability to identify root causes and recommend corrective actions.
- Excellent written and verbal communication skills.
- Ability to prepare technical reports and communicate complex technical information clearly to customers and stakeholders.
- Strong customer service and conflict-resolution skills.
- Excellent planning, organisational, and attention-to-detail capabilities.
- Ability to assist with the delivery of technical training and provide expert guidance to colleagues, customers, and service partners.
- Good conflict resolution and communication skills, ability to explain complex subject matter in simplistic terms.

Personal Attributes

- High level of ownership and accountability.
- Customer-focused approach with a commitment to quality and compliance.
- Continuous improvement mindset and willingness to challenge existing processes.
- Strong teamwork and collaboration skills.
- Eagerness to learn, develop technical expertise, and share knowledge with others.

我们可以提供

Closing Date: Monday 16th November 2026

Interview Process.

Provisional interview dates are scheduled:

- 1st Stage - Virtual Teams interview on 24th November
- 2nd Stage - Face to Face interview at our Rugby offices on 8th/10th December 2026

Ready to drive with Continental? Take the first step and fill in the online application.

关于我们

Continental is a leading tire manufacturer and industry specialist. Founded in 1871, the company generated sales of €19.7 billion in 2025 and currently employs around 78,000 people in 54 countries and markets.

Tire solutions from the Tires group sector make mobility safer, smarter, and more sustainable. Its premium portfolio encompasses car, truck, bus, two-wheel, and specialty tires as well as smart solutions and services for fleets and tire retailers. Continental has been delivering top performance for more than 150 years and is one of the world’s largest tire manufacturers. In fiscal year 2025, the Tires group sector generated sales of 13.8 billion euros. Continental's tire division employs more than 55,000 people worldwide and has 19 production and 16 development sites.