



Technical Product Support Specialist (Smart Home & AV)

Based at AWE Headquarters, Epsom

Build a Career in Connected Home Technology

Do you have a passion for technology, home cinema, hi-fi, networking, smart home systems, or integrated home control?

Are you someone who enjoys solving technical problems, helping customers, and learning about the latest technology?

If so, AWE could offer the perfect opportunity to build a long-term career within one of the UK's most exciting and fast-growing technology sectors.

About AWE

AWE is one of the UK's leading specialist distributors of premium audio visual, networking, control and smart home technology brands. We work with professional installers, retailers and system integrators across the UK, helping them design and deliver exceptional connected home experiences.

Representing some of the world's most respected technology brands, we pride ourselves on expert advice, exceptional customer service, and industry-leading technical support.

As part of our continued growth, we are looking for a Technical Product Support Executive to join our team at our Epsom headquarters.

The Role

This is a varied and rewarding position that combines technical support, product testing, customer interaction, and ongoing technical development.

Working alongside our technical and sales teams, you will provide first-line technical support to our trade customers while developing in-depth knowledge across a range of technologies, including audio visual, networking, control, and smart home solutions.

This is a B2B role supporting professional integrators, installers and retailers, not end consumers. You'll have the opportunity to build relationships with customers throughout the industry while representing some of the market's leading brands.

Full product training will be provided. However, we're looking for someone who already has a good understanding of residential technology products and a genuine enthusiasm for the industry.

Initially, the role will focus primarily on first-line technical support and product testing. As your knowledge and experience develop, you'll have the opportunity to expand into more advanced technical activities including system specification, demonstrations, training, product launches and technical presentations.

Key Responsibilities

- Provide first-line technical support via Teams, phone and email to trade customers
- Troubleshoot product, system and potentially networking-related issues
- Test products and evaluate solutions in our demonstration and training facilities
- Assist with product demonstrations and customer presentations
- Support sales and technical teams with product knowledge and technical guidance
- Escalate more complex support cases where required
- Maintain AWE's reputation for exceptional customer service and technical expertise
- Continuously develop knowledge across AV, networking, control and smart home technologies

What We're Looking For**Essential**

- Excellent communication and customer service skills
- A keen interest in technology and connected home solutions
- Experience with hi-fi, AV, consumer electronics or technology
- Good problem-solving skills and logical thinking
- Understanding of audio-visual equipment and associated technologies
- Ability to prioritise tasks and work effectively in a busy environment
- Positive, flexible and proactive attitude

Desirable

- Experience working within an AV, hi-fi or custom installation business
- Networking knowledge an advantage
- Previous technical support experience and advantage
- Knowledge of home cinema, distributed audio, networking, smart home or control systems
- Relevant technical qualifications or training

Career Development

This role is ideal for someone looking to establish a long-term career within the custom installation and connected technology industry.

As your experience grows, you may become involved in:

- Advanced technical support
- System design and specification
- Product demonstrations
- Technical training, presentations and content creation
- Industry exhibitions and events
- Product launches
- Online content management
- Technical content creation and video production
- Brand and product specialist responsibilities

Location

- Based at AWE Headquarters, Epsom
- Office-based role with opportunity for one day per week home working following successful completion of probation

- Occasional travel for training, events and customer-facing activities

Salary & Benefits

- I.R.O. £35k depending on experience and capability
- Company pension scheme
- Opportunity to join the company health insurance scheme
- Staff purchase scheme
- Free on-site parking
- Ongoing manufacturer and industry training
- Potential profit-related bonus following successful completion of probation

Reporting To

Chief Technical Officer

Hours

- Full-time
- Monday to Friday
- Exact hours to be agreed within our core operating hours of 8:00am to 5:30pm

Apply

Please send your CV together with a brief covering email outlining your interest in the role to:

Mal Fisher

Chief Technical Officer

mfisher@awe-europe.com