

Who We Are

Comelit-PAC is a leading provider of advanced security solutions—including Door Entry, Access Control, CCTV, Intruder Detection, Home Automation and Fire Safety Systems.

Founded in Italy with nearly 70 years of design and manufacturing expertise, our products are sold in more than 90 countries through a well-established global sales and technical support network. With a group turnover exceeding €189 million and over 1,000 employees worldwide, Comelit-PAC continues to expand its reach and capabilities.

In the UK, we've been established for more than 20 years, with our headquarters in Luton and our global centre of excellence for access control based in Manchester. Together, these sites are home to over 100 dedicated professionals.

We lead the way in delivering integrated, innovative security solutions that are scalable, straightforward to install, and engineered for long-term performance. Our broad product portfolio is designed to meet the needs of every stakeholder—from developers and consultants to installers and end users.

Our success is fuelled by continuous investment in both our people and product development. By partnering closely with architects, specifiers, distributors and installers, we ensure our technologies evolve in step with the demands of modern security environments.

At Comelit-PAC, we don't just follow the future of security — we help define it.

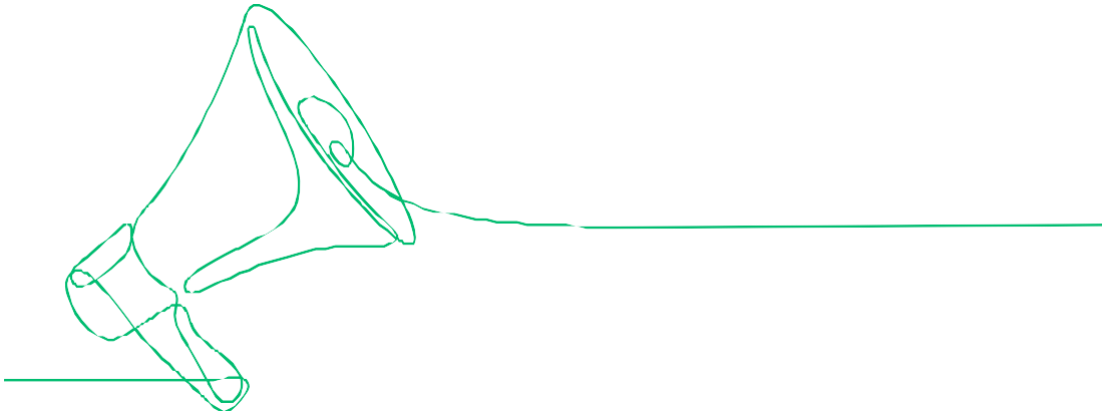
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|------------------------------------|----------------------------|
| We are currently seeking to employ | Technical Support Engineer |
| based at our | within our |
| Luton office | Technical Support Team |
| Your hours will be | working across 0830 - 1700 |
| 37.5 | |

Are you looking for your next challenge? Kick start your career and become a part of our Comelit-PAC Community. See our [careers page](#) for more information.

Some of Our Benefits Include:

Here at Comelit-PAC, our employees enjoy a range of benefits to name a few:

- Competitive salary.
- 25 days annual leave plus 8 bank holidays, allowance increases dependant on service.
- Christmas shut down.
- Modern working environment.
- Training and development opportunities.
- Yearly events calendar including charity events and health & well-being days.
- 4 × Life Assurance.
- Treat days/daily fresh fruit.
- Smart Health including 24/7 online GP appointments.
- Employee health and wellbeing portal.
- Free eye tests and flu vaccines.
- Company social events.
- Bonus/commission schemes.
- Long service awards.
- Recruitment finder fees.
- Salary sacrifice pension scheme.
- Employee of the month Awards.
- Perkbox (benefits and rewards platform).



Job Description

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|-------------------------|------------------------------|
| Job title | Technical Support Engineer |
| Department | Technical Support |
| Location | Luton (LU2 8EF) |
| Reporting to | Technical Support Supervisor |
| Direct/indirect Reports | Technical Support Manager |

Job Summary

The role of the Technical Support Engineer is critical to Comelit-PAC.

You must deliver a high standard of system and product support for our customers.

You will work within the Comelit-PAC technical support team and will be required to resolve initial technical support issues via telephone, email and enquires from internal and external customers.

In addition, you will be required to be reactive in supporting escalations driven by customer expectations.

Once you have attended the required training level and experience in the Comelit-PAC product range, you may also be required to attend sites to assist our customers in resolution of issues.

Main Duties and Responsibilities

- Provide support via phone, email and remote connectivity, providing timely and accurate customer feedback.
- Ensure that product knowledge is up to date in line with new hardware & software product releases.
- Assist colleagues with the monitoring and management of key sites and customers.
- Create technical support documentation, for release to our customer base.
- Aid in identifying training opportunities of our installation/maintenance customers, and the encouragement thereof.
- Manage and take ownership of your raised tickets, with follow ups with customers to ensure the issue is resolved to the customers satisfaction.
- Maintain a flexible working attitude.
- Be actively engaged in the testing and evaluation of new technologies.
- Assist the Customer Service department with the building System Quotations.
- When required, work with the regional & business development managers to aid in system specifications.
- Provide proactive and consistently high levels of customer service, demonstrating commercial awareness.
- Assist Customers with RMA and Advanced Replacement Products.
- Testing of returned equipment where required.
- Once trained to an acceptable level, shadow the Technical Support Specialists on visits to customer sites.
- Help upskill the team on new or improved product ranges.
- Gain an understanding of root cause analyses of issues raised.

After training and product experience level reached

- Undertake customer visits for the consultation, investigation, or aid in rectification of reported issues.
- Building, cabling and testing of Bespoke Door Entry Panel.
- Production of System and Block schematics.
- Delivering training to Customers and Colleagues.

Any Other Responsibilities

- Comply with all health and safety legislation and local policies and procedures.
- Adhere to all organisational policies and procedures.
- Role model, support and implement the company values and behaviours with fellow employees, customers', and any other stakeholders.
- Respect equality and diversity across all areas of working practice and communications with staff, customers', and other stakeholders.
- Attend all company training events and complete all mandatory training.

Candidate Specification

Qualifications and Training

- GCSE or equivalent in English Language and Maths.
- BTEC level 4 or NVQ or equivalent experience in Electrical/Electronic Engineering.
- Hold a full clean UK driving license.

Skills and Experience

- Experience of a wide range of security systems e.g. access control and door entry systems.
- Experience of working within Technical Customer Support.
- Electrical/Electronic Engineering - Minimum 2 years.
- Conflict resolution.
- Knowledge of Microsoft Windows Operating Systems.
- Strong problem-solving capabilities and interpersonal skills.
- A good knowledge of the security industry
- IT Systems
- At least 5 years' experience in the Physical Security Industry, ideally with Door Entry, CCTV and Access Control product ranges.
- Good Fault finding abilities.
- Good customer service skills, either via phone or face to face.
- Excellent time management.
- Ability to convey technical information to customers of differing abilities.
- Ideally experienced in the delivery of technical training courses.

Comelit-PAC Values



Continuous Improvement



Motivation



Empathy



Leadership



Innovation



Teamwork



Professionalism



Accountability



Customer Focus

Note: This job description summarises the main aspects of the job however does not cover all the duties that the jobholder may be required to perform. This document is intended to enhance the understanding between the manager and the employee and may be changed/amended as the job/business needs require.