



ASTON MARTIN

Intern - Client Technical Services

Department: Client Services
Duration: 12 Months
Based at: Gaydon
Reports to: Client Technical Services Manager
Close date: Monday 23rd July 2018

Job Purpose:

The ideal person for this role must have a good understanding of the automotive business, an analytical and strong technical mind. The successful candidate will support the Technical Services team to help deliver class leading technical support through coordinating and owning a number of key roles within the department. This candidate will gain invaluable experience through contributing to a range of real projects in a fast paced and highly pressurised environment while helping the team and facilitating smooth running of the department. The ideal person will become part of a busy team managing multiple deadlines.

Key Responsibilities & Tasks:

- Assist the Technical Service team with Data Analysis to help identify emerging field concerns
- Working with Technical Publications team on data migration into new Technical Information Website
- Proactive Dealer and Technician engagement to reduce the need for technical support
- Support cross functional project to enhance Dealer Technician communication experience
- Provide Vehicle Gateway Coordination support for all programmes
- Support a variety of cross-functional Client Services teams, including Training, Publications and Customer Service
- Project work as required

Qualification & Experience:

The successful applicant will be studying towards a Technical degree in Automotive Engineering or related discipline. An interest in the high luxury sports car market is desirable. The ability to interact and communicate within a team and with Aston Martin dealers is absolutely essential.

- Broad knowledge / familiar with all vehicle systems
- Practical experience of problem solving
- Reporting from meetings
- Good presentation skills
- Highly competent at using Excel – formatting and data manipulation
- Experience using Word, PowerPoint and Outlook
- Must be reliable and punctual
- Support flexible working day as required