



Technical Manager

We are Lightfoot, a high-growth technology company based just outside Exeter that is trying to make a difference worldwide, one driver at a time.

We help businesses and private motorists improve performance and safety. Our technology has been proven to reduce fuel use and emissions rates by 10-20%, and at-fault accidents and wear and tear by 40-50%.

Our technology connects to your vehicle's on-board computer and uses all of the live data it produces to analyse how efficiently you are driving. It's similar to the way performance is analysed in Formula 1. Lightfoot turns all that data into simple feedback for you – the driver – so you know when you're pushing your vehicle too far and can bring it back to maximum efficiency.

We're a fun-loving bunch who are growing at an astonishing rate. We've moved into a brand-new, state-of-the-art office near Exeter and are excited to keep growing the Lightfoot family with like-minded, passionate individuals.

Following the investment of Volpi Capital (a prestigious PE firm) there are plans to convert further white space in the UK and reach international smart mobility markets, shifts towards a more recurring commercial model, as well as serve the increasing number of EV fleets.

Please see the following links:

<https://www.lightfoot.co.uk/>

<https://www.volpicapital.com/portfolio/lightfoot>

Job Outline

Compatibility & Global Health of Lightfoot across the wide ranging fleets of our current and future customers is key to the continued success of the business.

The Technical Manager will lead the vehicle integration process to ensure that Lightfoot units function properly on all vehicle types across our customer fleets.

The Technical Manager will also be the business lead in all technical queries, escalations and quality assurance linked to both the product and customer requirements.

You will be expected to become a trusted advisor to further improve the customer onboarding experience under the direction of the Head of Deployment.

Responsibilities

Vehicle Integration & Compatibility

Integration of vehicles onto LF Fleets

- Lead in all technical matters related to Lightfoot in vehicle
- Wiring / Connections / fitment
- Settings
- Data (EV Data)
- Settings
- Liaison with Applications Developer/s to get vehicle Firmware developed and live as BAU
- Defining suitable device configuration

Standardisation

- Production & maintenance of standard fitment guides, including vehicle specific guides where required (e.g. Tesla Model 3)
- Maintaining of compatibility and fitting database once BAU
- Developing and maintaining Lightfoot fitting manuals including updates for new products or developments
- Communicate evolving internal and customer requirements and suggestions to internal development team – Data Led – portal performance / vehicles on fleet / compatibility
- Defining electrical and physical integration to vehicles e.g. wiring diagram, fitting location

Technical Resolutions

- Technical Customer Queries
 - Liaison with customers
 - Liaison with OEM & Dealers
- Managing & co-ordinating long terms difficult issues
- Ultimate point of escalation for all customer support/technical issues related to Lightfoot installation and vehicle communications including DNRs and system issues
- Develop, maintain and manage positive working relationships with multiple customers (both internal and external)
- Own product backlog / road map and define product enhancements
- Testing Product

Fleet Health

- Monitoring of trends and performance of the fleet.
- Monitoring application health
- Identifying & prioritising settings / sensitivity / vehicle specific issues and liaising with Firmware developer to implement solutions
- Communicate evolving internal and customer requirements and suggestions to internal development team – Data Led – portal performance / vehicles on fleet / compatibility

Fitting Partners

- Identify and onboard suitable fitting resources to enable business growth. Uk and Europe
- Manage audit & quality performance
- Resolve technical issues
- Quality, consistency, compliance of all installations (e.g. industry approved accredited engineers only. Physical and remote auditing of works)
- Building and cultivating relationships with new fitting partners whether they be Dealers, fleet customers or other fitting resources
- Own communication with fitting partners e.g. issuing technical directions

Deployments

- Assisting with deployments of Lightfoot into new fleets.
- Reviewing customer fleet lists to ensure compatibility
- Liaising with fitting partners over fitting and technical queries
- Leading Customer conversations where necessary to resolve installation queries

Desired qualifications, skills and experience

- Prior experience working in a customer-focused role is **essential**
- First-class problem-solving & analytical skills is **essential**
- Strong organisational and administrative skills is **essential**
- Competent computing skills, including Microsoft Office suite is **essential**
- Able to grasp technical concepts quickly is **essential**
- Experience in the transport services sector is **desirable**
- Detailed understanding of the Lightfoot product is **desirable**
- Knowledge of industry approved accreditations and processes is **desirable**
- Experience of Salesforce (CRM) is **desirable**
- Previous SAAS experience is **desirable**
- Detailed technical understanding of Lightfoot is **desirable**

Personal characteristics

- You will support and represent our core values: To Care, To Deliver, To Innovate
- Enthusiastic and hard working
- Comfortable working in fast-paced environment
- Proactive and able to manage own time
- Able to communicate confidently with all levels of staff within the business
- Personable and outgoing, with a good sense of humour
- Commercially astute
- Driven to deliver results

Salary & Benefits

- Up to £35,000
- Outstanding quality of life working at Winslade Park
- 24 days leave entitlement plus Bank Holidays
- Hybrid working
- Free onsite parking
- Extra day off for your birthday (this can be taken 2 weeks either side of your actual birthday)
- Christmas closure – closed from Christmas eve at 5pm until the first working day in January (3 days leave is taken from holiday allowance)
- Holiday buy back scheme – The chance to buy back up to an extra week's holiday, the cost of this is spread out over the 12-month period so not to lose a week's pay in one month
- Company pension
- Life Assurance
- Employee Annual bonus scheme
- Health plan & Dental plan (available once your probation period is completed)
- A Lightfoot device for all employees
- Casual dress
- Company social events
- Company sick pay

Location

- There is the opportunity for Hybrid working (office & home working). Office space based on the outskirts of Exeter.