

# CUSTOMER SUPPORT TECHNOLOGIST

The person will be in either customer support in a food company or working for a consultancy rather than a manufacturer. If the role is pure NPD customer support then the profile may be more aligned to a NPD, Development or Process Technologist profile.

*Please note for this role, the data set is small and thus more limited in reliability*

## KEY FEATURES

### Typical Role Names

- Customer Support Technologist
- Consultant Technologist
- 'Consultant' or 'Customer' in the Role Title

### So What is Desirable for a Customer Support Technologist?

There are standards for the technical content of Food Sciences degrees; but there are more aspects you can develop to support success in the workplace. **14 typical graduate roles types** have been identified & this is one of them. Industry have outlined what they think may be the most valuable skills, knowledge and behaviours for this role. They are outlined in **8 themes** then more detail is provided on specific **elements**. Below is the profile for this role.

### Desirable Themes for this Role

<b>D8</b>	<b>The Business World</b>	Appreciation of systems and drivers that produce successful operational performance and profit. <i>(this role has the highest association with D8)</i>	<b>D3</b>	<b>Data, Numbers and Communications</b>	The ability to embrace information of all types, then use it and disseminate to best advantage.
<b>D5</b>	<b>Working Well with Others</b>	Using a variety of styles for effectiveness and synergy in your relationships and activities with others.	<b>D1</b>	<b>Positivity</b>	Having the behaviours that drive success and wellbeing in the workplace.

### Desirable Elements for this Role

Acceptance of Ambiguity  
Commercial Awareness  
Confidence  
English Proficiency  
Listening  
Negotiation and Influencing  
Networking & Relationship Building

Planning and Organising  
Positive Attitude  
Reliability  
Resilience  
Resourcefulness  
Self-Motivated  
Verbal Communication

## Competencies for Food Graduate Careers

Find out about more technical graduate roles in the food industry and what may be best suited to you in developing your career on (web link to be added in near future)



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This material has been developed with full food and drink industry involvement to support new graduates, employers and degree educators.

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