



Competencies for Food Graduate Careers

Customer Support Technologist

2nd Edition
June 2023

This type of role will either be in customer support in a food company or working for a consultancy rather than a manufacturer.

If the role is pure NPD* activity for customers or clients, then the profile may be more aligned to the NPD, Development or Process Technologist profile.

*NPD = New Product Development



Visit our case studies

Typical Role Names

Customer Support Technologist

Consultant Technologist

Where `Consultant` or `Customer` is in the role title

There are standards for the technical content of UK Food Sciences degrees; but there are more aspects you can develop to support success in the workplace. Industry have outlined what they think may be the most valuable additional skills, knowledge and behaviours for 14 typical graduate roles & this is one of them.

So, what is desirable for a Customer Support Technologist?

Desirable Elements for this Role

Acceptance of Ambiguity

Commercial Awareness

Confidence

English Proficiency

Listening

Negotiation and Influencing

Positive Attitude

Networking and Relationship Building

Planning and Organisation

Reliability

Resilience

Resourcefulness

Self-Motivated

Verbal Communication

This material has been developed with industry involvement to support graduates, employers and degree educators. <https://www.ifst.org/resources/competencies-food-graduate-careers>

Find out about more technical graduate roles in the food industry & what may be best suited to you in developing your career with our partners: