



<https://www.laserwiresolutions.com/job/technical-support-engineer/>

Technical Support Engineer

Description

You:

You're an enthusiastic person, works well with people, who likes learning new things and solving problems. You're qualified in a technical background in electrical or mechanical with the ability to read drawings and circuit diagrams. You like work variety, learning and training others. You're the type of person who can explain complex things simply and makes good decisions. People trust you.

The role:

You'll be part of a small team in Laser Wire Solutions, Treforest, Cardiff, interacting with colleagues in Mexico and Costa Rica. You'll build good relationships with customers — keeping their equipment running smoothly. You'll work with Engineering and Operations, support customers and colleagues. You'll work mostly on-LWS site, on-line and sometimes at customer's premises. Some international travel will be required from time to time.

Your typical activities include:

- Installation, maintenance and service support
- Training customers & colleagues, to reduce the support they need
- Supporting customers mostly on-line and sometimes at their site
- Play a team role in New Product Introductions
- Creating manuals & maintenance guides that prevent downtime
- Organising quotations and spare parts

Who we are:

We are an exciting, award-winning, high-tech, fast-growing Wales based company designing and manufacturing laser-based solutions for medical, data cabling, aerospace and automotive customers around the World.

You'll receive:

- A beautiful, safe place to work
- A competitive salary & pension scheme
- A 37-hour week working week with some flexibility

Hiring organization

Laser Wire Solutions

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Permanent

Industry

Manufacturing

Job Location

QED Centre, Main Avenue,, CF37 5YR, Pontypridd, Wales, UK

Working Hours

37

Date posted

September 22, 2026

- A fun and interesting job with lots of variety
- Plenty of training and support to help you develop
- The opportunity to work with customers and colleagues around the world

To find out more about us visit: www.laserwiresolutions.com

Interested? Please send your CV and an email to:

We want our recruitment process to be accessible to everyone. If you need any reasonable adjustments during the application or interview process, please let us know and we'll be happy to help.