

Technical Support, Location: Coleshill

Company Overview

Record UK, part of the globally renowned ASSA ABLOY Group, is a leading UK specialist in automatic pedestrian door systems and a key contributor to one of the world's most innovative access solutions providers. As part of ASSA ABLOY—a Fortune Global 500 company operating in more than 40 countries—we benefit from the scale, stability and international reputation of a business committed to cutting-edge technology, sustainability and long-term growth.

We design, manufacture, supply, install and service a wide range of automated door systems and aluminium shopfronts for clients across the UK. Our solutions support millions of people moving safely and efficiently through buildings every day, from major retailers and transport hubs to hospitals, commercial sites and high-profile public sector organisations.

Joining Record UK means becoming part of a business that is:

Growing and Future-Focused

With the backing of ASSA ABLOY and an expanding UK presence, Record UK is on a strong growth trajectory. We are continuously investing in innovation, digitalisation, sustainability, and the development of our people—ensuring that those who join us are part of a company shaping the future of access solutions.

Industry-Leading

Our engineering excellence, product reliability and nationwide service capability have made us one of the most trusted names in the automatic door industry. You'll be working with market-leading technologies and solutions that set the benchmark across the sector.

Global Strength, Local Impact

While we operate at an international scale, we maintain a strong UK identity with teams across the country delivering outstanding service to local clients. This combination of global stability and local agility creates a unique and rewarding working environment.

A Place to Build a Career

Whether you're an experienced professional or growing your career, Record UK offers clear pathways for development, training, and progression. Our supportive culture values collaboration, innovation and customer excellence - empowering you to make a real impact.

Rewards and Benefits

Competitive salary, hybrid working, 33 days' holiday, x3 life assurance, pension, annual salary review, access to discounted retailers through our benefits portal, employee assistance programme, free fruit, tea & coffee, and a dynamic, supportive culture.

Why Join Us?

This is a genuinely high-impact position where you will have real ownership, visibility, and influence from day one. As the business continues to grow and demand for our products accelerates, we are expanding our technical support function and looking for a talented individual to join our team.

You will be reporting to the Sales Director with a dotted line to the Technical Support Managers. This is a role where your technical expertise, communication skills, and problem-solving mindset will make a tangible difference to customers and colleagues alike.

What will you be responsible for?

- Be the go-to technical expert for our supply-only customers and internal teams, offering clear, confident guidance when it matters most.
- Deliver fast, knowledgeable telephone and email support, helping internal and external customers specify new installations and understand every technical aspect of our products.
- Work closely with our sales team, providing technical insight and occasionally joining them on site to shape the right solution.
- Lead engaging, hands-on training sessions across our UK training centres, empowering colleagues and customers to get the very best from our full product range.
- Enjoy a primarily office-based role with the flexibility to work from home when training commitments allow.
- Collaborate with our design and manufacturing teams in the UK and internationally, influencing how our products evolve.
- Grow with the role as new products are introduced and our offering continues to expand.
- Play an active part in maintaining and improving our ISO Business Management System.

What Are We Looking For?

- Confident communicator, able to build strong relationships with colleagues across the business and with a wide range of external customers.
- Strong mechanical and electrical/electronic expertise in automatic pedestrian door systems, ideally with experience of Record, ASSA ABLOY or Ditec gates and barriers.
- Accredited by ADSA or ADIA to EN 16005 and BS 7036:1996 / BS 7036-0:2014, demonstrating a commitment to industry standards and safe practice.
- Comfortable working with schematics, technical documentation and project CAD details, with the ability to translate complex information into practical solutions.
- A natural trainer and mentor, with a proven track record of developing others and sharing technical knowledge effectively.
- Commercially aware, understanding how technical decisions influence customer outcomes and business performance.
- Experienced in delivering both in-house and field-based training, supporting current products and helping shape the rollout of new innovations.
- Solutions driven with a can-do attitude and passion to enhance and expand knowledge, skills and experience.
- Be able to integrate with all technical enquiries.



Equal Opportunities Statement

Record UK is an Equal Opportunity Employer. We are committed to equality of opportunity and to following practices which are free from unfair and unlawful discrimination. All qualified applicants will be considered for employment without regard to age, disability, ethnic origin, race, sex, gender identity and expression, sexual orientation, religion or belief and family or parental status. We are committed to fostering an inclusive workplace that celebrates diversity and promotes equity.

How to Apply?

If you think you would be a good fit for our team, then please email your CV to recruitment@recorduk.co.uk by Friday 6 March 2026.