

JOB DESCRIPTION – TECHNICAL SUPPORT ENGINEER

Revision: 1.2



Reporting Line

The Technical Support Engineer will report directly to the Operations Manager.

Location

Impact Subsea Ltd, Aberdeen Energy Park. There may be a requirement to visit suppliers, customers, conferences, exhibitions and other work locations.

Role

To provide the Impact Subsea user base with technical support in the form of email/phone technical assistance. To provide equipment servicing and repair.

Key Responsibilities

The Technical Support Engineer will be required to:-

- Respond to technical support enquiries by email and phone.
- Issue customers with reference numbers for service work and conduct related admin.
- Conduct service and repair work on customer's sensors and related admin.
- Support the production team as required.
- Support the development team in product development decisions and product testing.
- Comply with management system procedures, including health, safety and environmental requirements within the company.
- Convey a professional image of the company at all times.
- Carry out any other tasks within the competence of the role and jobholder.

Key Outcomes

- To ensure customer's support requirements are addressed in a timely manner.
- To ensure service work is progressing in a timely manner.
- To assist in the day-to-day business operations.

Limits of Authority

Full responsibility for all operational activities within the philosophies and constraints laid out in the job description.

The company reserves the right to change activities listed, taking into account the job holder's qualifications and experience to enable the business needs to be met.

Qualifications & Experience

Essential:

- Degree, HND or equivalent experience in an electronic engineering discipline.

Desirable:

- Experience and knowledge of hydro-acoustic products.
- Relevant experience in build or servicing of subsea electronic equipment.

Personal Attributes & Knowledge

Essential:

- A proactive approach to dealing with challenges.
- Experience in working directly with customers.

Desirable:

- Flexibility to travel to meet the requirements of the role.