

JOB DESCRIPTION – TECHNICAL SUPPORT ENGINEER

Revision: 1.3



Reporting Line

The Technical Support Engineer will report directly to the Technical Support Supervisor.

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 onshore technical support in the form of email/phone technical assistance. To provide equipment diagnosis, servicing and repair.

Key Responsibilities

The Technical Support Engineer will be required to:-

- Provide remote technical support via email and phone, diagnosing customer issues to resolve them without factory returns when possible.
- Carry out investigation, servicing, repair, and calibration of customer sensors, along with associated administrative tasks.
- Issue customers with reference numbers for service work and conduct related admin including the issuing of Quotes and Invoices.
- Conduct service, repair and calibration work on Rental sensors as required.
- Support the production and development teams as required.
- Assist with the creation and maintenance of technical manuals and documentation as required.
- Ensure that support processes are maintained and improved upon, in line with company and regulatory requirements.
- 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 that customers experience excellent service and sustained confidence in their sensor performance.
- 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.
- Experience in offshore or supporting offshore roles, particularly in ROV or survey operations.
- 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.
- Strong attention to detail with focus on note-taking and recordkeeping.
- Excellent verbal and written communication skills, with the ability to explain technical issues to non-technical users.
- Ability to prioritise, multitask, and manage time effectively in a fast-paced environment.
- Strong analytical and fault-finding skills.
- Knowledge of Basic Computer Networking and Serial Communications.

Desirable:

- Flexibility to travel to meet the requirements of the role.
- Willingness to participate in an on-call schedule for out-of-hour emergency support.
- Familiarity or personal interest in scripting/coding, such as Python or C++.