

# JOB DESCRIPTION – SUPPORT SUPERVISOR

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## Reporting Line

The Support Supervisor 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 oversee the support of the Impact Subsea user base, ensuring smooth running of processes and lead a growing Support team.

## Key Responsibilities

The Support Supervisor will be required to:-

- Provide remote technical support via email and phone, diagnosing customer issues to resolve them without factory returns when possible.
- Lead and develop the Support team.
- Carry out investigation, servicing, repair, and calibration of customer sensors, along with associated administrative tasks.
- Conduct service, repair and calibration work on Rental sensors as required.
- Ensure that support processes are maintained and improved upon, in line with company and regulatory requirements.
- Support the production and development teams as required.
- Assist with the creation and maintenance of technical manuals and documentation as required.
- 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 or electrical engineering discipline.

Desirable:

- Relevant experience in assembly and testing 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++.