

CANDIDATE SPECIFICATION



JOB TITLE	Customer Support Engineer	
REPORTING TO	Customer Support Technical Manager	
DEPARTMENT/SUB DEPARTMENT	Customer Support / Technical	
LOCATION	Southend-On-Sea	
OVERALL PURPOSE		
Under the direction of the Customer Support Technical Manager, to work as part of the Customer Support Technical team to provide an efficient technical service to the customer from the initial technical enquiry to investigation and formal response. To liaise with other group departments to ensure a timely response to customer issues and to create and distribute technical documentation. This is a Customer Support Engineer Level 1 role.		
PRINCIPLE ACCOUNTABILITIES		
To fulfill various tasks and responsibilities in meeting the job purpose as described above including but not limited to:		
<ul style="list-style-type: none"> • To assist in responding to customer technical queries in a timely and efficient manner and in accordance with the customer support contractual requirements, • To aid in distributing Ipeco technical documentation via e-mail, portal or delivery of a CD, • To ensure all export controlled documentation is maintained and distributed correctly, • Communicate effectively with customers by telephone, email and in person as required, • To ensure that where urgent issues arise these are prioritised accordingly, • To train in promptly producing service bulletins & customer support technical documentation for Original Equipment Manufacturers (OEM), Aircraft Operators and Maintenance Repair Organisations (MRO), • To train in being able to produce technical documentation using Catia V5, • To train to be the focal of 8D analysis team for in service issues when deemed necessary, to ensure effective corrective actions are implemented for Ipeco product, • Maintain customer master distribution records, • To carry out various customer support technical administration tasks, including but not limited to maintaining up to date and accurate filing systems in the required format, • To support customer visits both domestic and international, • To participate in the coverage of the Aircraft on Ground (AOG) out of hours telephone support service and global AOG mailbox. Be prepared to use the AOG mobile phone both during and out of normal hours and to provide assistance (on a rotation basis), • To participate in the activities of 'Continuous Improvement' within the department, • To undertake various ad-hoc projects as required to support the changing requirements of the business, • To ensure all Company rules and regulations are met, • Adhering to all relevant Group policies, plans and procedures, • With regard to Health & Safety the role includes a responsibility for ensuring that the working environment is safe for employees, contractors and visitors, <p>To assist other team members with their work and carry out any task where reasonable and relevant when required.</p>		
QUALIFICATIONS	ESSENTIAL	DESIRABLE
Educated to Degree level, or equivalent		✓
Qualifications related to Mechanical / Electrical Engineering		✓

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Maths / English GCSE (or equivalent), at grade C or above	✓	
IOSH and/or NEBOSH qualification		✓
EXPERIENCE/ SKILLS	ESSENTIAL	DESIRABLE
Good working knowledge of Microsoft Office, specifically Word, Excel and Outlook	✓	
Product / Technical Support Experience		✓
Quality / Inspection / Engineering Experience		✓
Technical Documentation (Service Bulletins / Repair data) Experience		✓
Experience of working with Repair / In service product		✓
Experience of Working within Mechanical or Electrical Engineering		✓
Experience of EASA / FAA Part 145 regulation		✓
Experience with reliability / maintainability - Mean Time Between Unit Removal (MTBUR), Mean Time Between Failure (MTBF), Direct Maintenance Costs (DMC)		✓
Experience of working within the Manufacturing Industry		✓
An understanding of Health and Safety Legislation		✓
Ability to work independently while collaborating in a team environment	✓	
Ability to work under pressure and to deadlines	✓	
PERSONAL SKILLS	ESSENTIAL	DESIRABLE
Team Player	✓	
Strong Work 'Can-do Ethic'	✓	
Exceptional at building relationships	✓	
Excellent Customer Service skills	✓	
Strong attention to detail and time management	✓	
Exceptional Planning and Organisation skills	✓	
High awareness of Productivity and Quality	✓	
Excellent Communication skills	✓	
Flexibility	✓	
Takes Responsibility for actions	✓	
Learn, Apply and Improve	✓	