



JOB DESCRIPTION

JOB TITLE: Support Engineer

IMMEDIATE SUPERVISOR: Customer Support Manager

Reporting to the Customer Support Manager, the Support Engineer will be responsible for the support and commissioning of Yelo's range of products. Based in our offices in Carrickfergus, the Support Engineer will be a part of the engineering team and will play a key role in the testing and commissioning equipment within UK, Europe and worldwide. This role will involve a significant element of travel.

Responsibilities:

- Working with customers via telephone or email to provide customer support
- Ensure systems are tested and meet customer specifications prior to shipping, liaising with the design team as required
- Install and commission systems at customer sites including test, calibration and performing acceptance tests against contract specifications
- Work closely with the design team to ensure adequate understanding of the system is gained prior to commissioning
- Create and carry out test procedures as defined by the customer
- Investigate problems within the system, diagnosing and repairing faults as required
- Train customer technical and operations staff where appropriate
- Provide technical support to the customer as required onsite
- Assist in production in order to maintain a technical knowledge of the products
- Communicate customer needs, issues and possible product enhancements to the design team
- To solve any IT-based issues which directly relate to the equipment while onsite
- Provide a daily update to the Operations Director while commissioning
- Carry out any other task that may be required from time to time

Essential Requirements:

- Educated to a minimum of HNC level in Electronics or similar
- Ability to liaise and communicate with external customers in English in a clear and professional manner
- Valid passport, full driving license and the ability to travel

Preferred Requirements:

Skills:

- Working knowledge of Microsoft Windows operating systems and Microsoft Office
- Ability to meet deadlines and work in a fast paced environment
- Be self motivated, be able to manage time and set priorities
- Be able to pay attention to detail
- Good verbal and written communication skills
- Strong troubleshooting and customer service skills
- Team player
- Good analytical skills

Salary:

£21,000 -23,000 depending on experience