

Support Engineer

Job Specification

Merlin Equipment are a leading supplier of electrical power products and systems to the marine, specialist vehicle and defence industries. With over 30 years in business our systems have been fitted to everything from Formula 1 Trucks to front-line Main Battle Tanks and surveillance vehicles to yachts.

The business has aligned itself for substantial contracts in the defence industry. Now achieved, a re-focus is required on our Commercial Business. With a superb portfolio of reference and existing customers, well recognised products, unique IP and established name; combined with a recent relocation to Exeter, the Production & Technical Support Engineer has an ideal opportunity for a long term career in a stable, growing business.

Our ideal candidate will be focused on attention to detail, following processes and ensuring that procedures are being followed.

A new role exists for a Support Engineer. This individual will have a passion for all things electrical and mechanical with a willingness to learn. As the job title suggests, the Support Engineer will be providing additional support to our engineering, production and sales team on numerous projects and with numerous responsibilities. For example, working alongside sales people to turn a basic electrical system design into a manufacturing drawing, updating build instructions and BOMs, overseeing a specific production job to ensure processes and testing is followed correctly through to providing 2nd tier technical support to customers. This will be a busy role and one that is vital to allow our business to continue to grow.

Applicants should be computer literate with experience of MS Office programmes and MS Visio. This is important so that documentation can be maintained in accordance with Quality System Procedures including our ECR Process. They will also be able to prepare and write test reports.

The right candidate will be at home both working in front of a PC to jumping on the tools to assist during busy production periods (However, The position will be more desk / office focused than hands on). They must have an understanding of engineering process and document control.

Reporting ultimately to the Managing Director, however, workload, objectives etc will be organised alongside our NPI Engineer.

Responsibilities:

- Supporting sales team members – providing technical assistance during the pre-sales phase to taking won business and turning system concepts into deliverables.
- Providing 2nd tier (more advanced) technical support to customers – these could be individual end users through to transport engineers.
- Ensuring all work follows the appropriate engineering document control processes and Quality Management System.
- Updating manuals, technical drawings etc
- Keeping BOMs and Production Packs up to date
- Overseeing the warranty returns system and ensuring product is turned around in a timely and professional manner
- Suggesting and implementing new systems and procedures in the business to improve productivity and save costs
- Assisting production by testing deliverables, checking test schedules and spot checks
- Providing higher level support to production – for example in modifying product settings and programming for specific customer builds, training of production operatives on new products or processes that we adopt.
- Ensuring that quality controls are met
- Providing support to our New Product Integration Engineer, Production Engineer and Sales Team in the tasks in which they are engaged with.
- Any other reasonable task or duty as requested by management

Benefits:

Starting Salary: £28'000 per annum plus bonus.

Working Hours: 0900-1730 Mon-Thurs. 0900-1700 Fri.

Holiday: 25 working days plus statutory bank holidays

Statutory Sickness Benefit

Statutory Company Pension

Probationary Period: 3-6 months

Notice: During Probationary Period 1 week, thereafter 1 month either side.

Place Of Work:

Merlin Equipment Limited, Hill Barton Business Park, Exeter, Devon EX5 1SA.

Training:

Product Training Provided. Merlin operates a continuous training process provided as required on an individual basis both internally and external training organisations.