

Job Description

Job title: Technical Support Engineer	Holidays: 25 days / year + statutory Pension: 5% contributory
Department: Technical Support	Reports to: Group Technical Support Manager
Hours per week: 38 basic – Additional overtime will be required during busy periods	Hours of Work: 0830 – 1700 Mon-Thurs 0830 – 1500 Fri
Duration: Permanent Full Time	

Job Summary

- To provide DSE's external customers with high quality, value adding technical support on the full range of the Company's electronic control modules for a wide range of generator control applications including renewable energy, backup/emergency power, peak lopping, load shedding and other complex load sharing applications.
- To provide technical support and product development guidance to DSE's internal teams including; Production and Engineering, Sales & Marketing

Main Functions & Duties

- Providing customers with technical product support via telephone, email and face-to-face on a wide range of generating equipment including industry leading controllers.
- Delivering training sessions on DSE products covering technical functions and applications.
- Training customers at their site on commissioning of local power stations.
- Trouble-shooting DSE product installations at customer sites
- Preparation of technical documentation including product manuals and training instructions
- Development guidance and completion of comprehensive testing on new products
- Technical support to DSE Internal teams including; Sales & Marketing, Production and Engineering
- Maintenance of Technical Data Reports

Critical Success Factors

Success in this role will be judged by the following key performance indicators

- Performance against Technical Support targets
- Consistent effective contributions to all the teams processes and activities, ensuring continuous improvements to the high quality technical support services provided to DSE customers
- Optimum use of working time through effective time management and communications

Working Conditions

The role is based at our offices in Hunmanby. It is a requirement of this role that the job holder will be prepared to travel extensively on company business nationally and internationally

Job Holders Attributes

Essential experience/skills and knowledge

- Educated in Electrical/Electronic Engineering or equivalent by industry experience
- Minimum of 5 years recent experience in the generator industry.
- Experience of synchronising and loadsharing of generators.
- Experience in paralleling generators to the mains (grid) supply.
- Experience and knowledge of a wide range of engines, alternators, governors and AVRs.
- Knowledge of electrical topologies and distribution both high voltage and low voltage.
- Relevant experience in a customer based environment
- Excellent communication skills
- Ability to operate under own initiative as well as possessing strong team working skills
- Excellent time management skills
- Ability to work in a demanding, fast paced environment and to tight deadlines
- Ability to work at a high level of concentration and commitment
- Ability to pick up technical product information
- Confident IT skills
- Confident presentation skills and experience of delivering training sessions on technical products

Name of person compiling description: John Ruddock

Date of description: April 2020