

JOB DESCRIPTION & PERSON SPECIFICATION



Job Title: Technical Support Engineer	Location: Rockford, USA
Department: Technical Support	Contract: Permanent
Reports To: Technical Support Engineer Team Leader	Direct Reports: N/A

1.0 Job Summary & Role

Deep Sea Electronics is a global leader in the design and manufacture of generator controllers, automatic transfer switch controllers, battery chargers, and vehicle and off-highway control systems. With over 200 employees across four continents, we supply our products to customers in more than 150 countries, both directly from our UK head office and through a well-established international distributor network.

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 and control applications. Including (but not limited to) renewable energy, backup/emergency power, paralleling with the grid, and other complex applications, engine only functions and off highway implementations.

Provide technical support and product development guidance to DSE's internal teams, including Production, Engineering, Sales & Marketing, Test & Approvals, and other members of the Technical Support team. Deliver training to global and local customers, as well as internal personnel, on DSE products and their applications. Undertake global and local customer visits to support sales activity, deliver training, and assist with fault-finding when required.

2.0 Key Responsibilities & Main Duties

- Providing customers with global technical support (training, trouble shooting, commissioning etc.) via telephone, email, remote desktop sessions (e.g., Microsoft Teams, Zoom, etc) and face-to-face on a wide range of DSE product
- Delivering training sessions on DSE products covering technical functions, applications, and common faults
- Test and confirm reported issues from customers. If confirmed follow the company's procedures and guidelines for remedial action
- Preparation of technical documentation including product manuals and training instructions.
- Proofread technical documents authored by other personnel
- Development guidance to engineering on new and existing product features
- Assisting the test and approval department's comprehensive testing of products
- Technical support to DSE Internal teams including production, engineering, sales & marketing, test & approvals, and other members of the technical support team
- Compliance with internal procedures and documentation
- Submit a monthly report to the global support manager of previous months activities
- Process incoming returned products submitted under a Return Material Authorization (RMA)
- Create and manage RMA cases in Salesforce, ensuring timely communication and regular updates are provided to the customer
- Conduct testing and fault analysis on products covered under warranty to determine the root cause of the reported issue
- Escalate potential manufacturing defects to the UK production facility for technical review and assessment



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- Where a manufacturing fault is confirmed, liaise with the customer to arrange either a replacement product or the issuance of a credit note
- Where the investigation determines the failure was caused by misuse, incorrect installation, or an unsuitable application, communicate the findings clearly to the customer

3.0 Internal & External Relationships

- Liaise with other technical support engineers to better understand existing and new products, and their functionality
- Liaise with the engineering and test & approval departments when clarification is required by those departments or technical support
- Liaise with internal sales and marketing providing assistance where necessary.
- Liaise with the relevant Business Development Manager (BDM) for their region's requirements. Keeping them apprised of developments in their area
- Liaise with DSE distributors, customers, integrators, and end users requiring support
- Liaise with 3rd party companies within DSE supply chain providing assistance where necessary

4.0 Key Performance Indicators

- Performance against technical support targets
- Consistent effective contributions to all the team's 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

5.0 Essential/Desirable Factors

Knowledge	
Essential: • General generator application and system knowledge	Desirable: • Knowledge of a wide range of engines, alternators, governors and AVR's
Skills & Attributes	
Essential: • Excellent communications skills • Confident IT skills • Ability to work at a high level of concentration and commitment • Ability to operate under own initiative as well as possessing strong team working skills • Excellent time management skills	Desirable: • Confident presentation skills • Ability to pick up technical product information • Ability to work in a demanding, fast paced environment
Experience	
Essential: • Recent experience in the generators and the diesel generator industry • Relevant experience in a customer-based environment • Electronic fault finding	Desirable: • Experience of synchronising and load sharing of generators • Experience in paralleling generators to the mains (grid) supply • Knowledge of electrical topologies and distribution both high voltage and low voltage



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Qualifications	
Essential: Educated to a HNC level in Electrical and Electronic Engineering or equivalent by industry experience	Desirable: - Educated to a degree level in Electrical/Electronic Engineering or equivalent by industry experience - Qualifications from engine and alternator manufacturers

Created by	Date Created
Technical Support Engineer Team Leader	July 2026

