

Service and Support Engineer

Salary: **£22,000 - £25000 pa** – depending on experience

Location: **Newbury**

Contract: **Full time – permanent**

Date posted: **14/07/16**

Radamec Control Systems Ltd is a well-established small UK business with over 50 years' experience in the marine control systems market (propulsion control, Alarm / monitoring and control). Designing, manufacturing and servicing all classes of marine craft. The environmental division is a major supplier of diesel engine emissions monitoring systems compliant to VOSA standards for MOT testing. RCS engineers are targeted to develop the next generation of integrated Marine control products and to exploit opportunities in the environmental market.

Duties and Responsibilities:

The Service & Support engineer will act as the key technical intermediary between the customer and the company and will be required to have detailed technical knowledge of the Radamec product portfolio.

Key duties include:

Offering support (telephone, email and/or on-site) across the UK, Europe, America and Asia including fault finding, field repairs and installation of products.

Provide commissioning and installation support to integrators.

Able to travel to customer sites globally at short notice.

Able to work out of office hours and occasional weekends.

Participation in the development of new products as well as improving current products.

Cooperate with other departments at Radamec:

Feedback product enhancements and requests into Engineering and Business Development teams. Work with Radamec service & repair team to ensure customer satisfaction.

Required experience:

Proven experience as a field service engineer from an electronics based environments.

At least 2 years' experience working in a Product support team or Service & Repair team role is essential.

Experience in customer interfacing role is essential.

Previous experience with marine products is preferable but not essential.

Radamec Control Systems Ltd
Unit A1 Argents Mere, Cyril Vokins Road, Hambridge Lane,
Newbury, Berkshire, RG14 5XB, UK

Tel: +44 (0) 1635 40528
Email: sales@radamec-controls.co.uk
Web: www.radamec-controls.co.uk

Skills:

Good electronic skills and reading electrical diagrams is essential.

Must have good soldering skills and must be able to solder surface mount components to 0603 level.

Good mechanical skills including panel cutting, drilling, tapping, etc. are essential.

A Full UK driving license – Category B is required.

Personal Profile:

Good organization and planning skills.

Strong communication/customer facing skills.

Able and willing to travel to overseas at short notice.

Innovative and proactive self-starter.

Able to work under pressure.

Prepared to respond to customer enquires outside of usual working hours.