

## Technical Support Engineer

**Location:** Bridgend

**Contract Type:** Permanent

**Hours:** Full Time, 36 per week

**Salary:** £30,000 - £38,000 depending on experience

**Benefits:** Pension Salary Sacrifice Scheme, Life Assurance, Cycle to work Scheme, Company Sick Pay, Corporate Eyecare vouchers

### About the Role:

The technical support engineer is a customer-facing role that ensures customers enjoy long term satisfaction with our products and services. You will work with customers to understand their evolving needs and will help to introduce continuous improvements through modifications and minor design changes to existing products and services.

The technical support engineer is concerned with the redesign, redevelopment, and engineering necessary for preserving an equipment's capabilities in accordance with the requirements at the performance level the customer expects and includes the work necessary to maintain the design and manufacturing data and reference equipment. The technical support engineer may also be used for minor enhancements such as meeting new/safety legislation, reducing in-service support costs, or addressing obsolescence.

Whilst the majority of the technical support engineer's role will be focused on the delivery of on-contract projects, the role will also require active participation in fault investigations, process improvements and bid preparation to ensure what is being bid can be delivered.

### Technical Support Engineer Requirements:

#### Essential Qualifications and skills

- 3 – 5+ years' experience in engineering design and manufacturing
- Analytical approach to problem solving combined with a drive to deliver products that are not "just like everybody else"
- Familiar with CAD tools
- Adaptable and biased to action, solution focused and knows how to get the best from the team.
- Able to remain objective, acting with integrity and honesty at all times
- Proactive customer-focussed attitude
- Strong attention to detail with ability to organise own workload.
- Engineering bachelor's degree or equivalent
- Able to hold a UK security clearance
- UK driving license

#### Helpful skills and experience

- Experience in a regulated industry, such as defence, medical, automotive, etc
- Experience of Autodesk Inventor

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- Fluent in technical report writing.
- Proactive in the identification and capture of new business
- Comfortable working under pressure and with conflicting priorities
- Incorporated Engineer (IEng) or Chartered Engineer (CEng)
- Knowledge of a variety of engineering design methodologies, including waterfall/V-cycle and agile, iterative approaches
- Experience of certification/qualification trials and testing
- Valid passport

## **Our Benefits Include:**

- Pension Salary Sacrifice Scheme.
- Life Assurance Scheme.
- Company Sick Pay Scheme.
- Tea & Coffee provided.
- Onsite parking.
- Corporate Eyecare vouchers.
- Cycle to Work Scheme.

## **About Us:**

IrvinGQ is a world-leading supplier of parachutes, aerial delivery systems and naval decoys to customers around the world. We create innovative products that our customers know they can rely on in highly challenging conditions where there are no second chances. Our systems must work right first time, every time. If you want to be part of a collaborative and supportive team that helps customers achieve their goals through great engineering that stands out from the crowd and are looking for your next challenge, then we want to hear from you.