



JOB TITLE: Test and Support Engineer

IMMEDIATE SUPERVISOR: Customer Support Manager

Reporting to the Customer Support Manager, the Test and Support Engineer will be responsible for testing Yelo's range of products. Based in our new offices at Trooperslane Industrial Estate in Carrickfergus, the Test and Support Engineer will be a part of the engineering team and will play a key role in the testing equipment. This role will involve a significant amount of international travel.

Responsibilities:

- Ensure systems are tested and meet customer specifications prior to shipping, liaising with the design team as required
- Install and service systems at customer sites including test and calibration
- Create and carry out test procedures
- Investigate problems within the system, diagnosing and repairing faults as required
- Work closely with the design team to ensure adequate level of understanding of the system before it is shipped
- Assist in production in order to maintain a technical knowledge of the products
- Communicate customer needs, issues and possible product enhancements to the design team
- Provide operational training on systems to technical staff onsite
- Carry out any other task that may be required from time to time

Essential Requirements:

- Educated to a minimum of HNC level in Electronics or similar
- Ability to liaise and communicate with external customers in English in a clear and professional manner
- Valid passport, full clean driving license and the ability to travel

Preferred Requirements:

- 2 - 3 years experience in a technical role

Skills:

- Working knowledge of Microsoft Windows operating systems and Microsoft Office
- Ability to meet deadlines and work in a fast paced environment
- Be self motivated, be able to manage time and set priorities
- Be able to pay attention to detail
- Good verbal and written communication skills
- Strong troubleshooting and customer service skills
- Team player
- Good analytical skills

Salary:

£20,000 - £25,000 depending on experience