



JOB DESCRIPTION

Job Title: Support Engineer
Location: Based in Carrickfergus
Immediate Supervisor: Customer Service Manager

ABOUT THE ROLE:

Reporting to the Customer Support Manager, the Support Engineer will be responsible for the support and commissioning of Yelo's range of products. Based in our offices in Carrickfergus, the Support Engineer will be a part of the support team and will play a key role in the testing and commissioning equipment within UK, Europe and worldwide. This role will involve approximately 25% of travel.

KEY TASKS

- Working with customers via telephone or email to provide customer support
- Ensure systems are tested and meet customer specifications prior to shipping, liaising with the design team as required
- Install and commission systems at customer sites including test, calibration and performing acceptance tests against contract specifications
- Work closely with the design team to ensure adequate understanding of the system is gained prior to commissioning
- Create and carry out test procedures as defined by the customer
- Investigate problems within the system, diagnosing and repairing faults as required
- Train customer technical and operations staff where appropriate
- Provide technical support to the customer as required onsite
- 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
- To solve any IT-based issues which directly relate to the equipment while onsite

- Provide a daily update to the Operations Director while commissioning
- Carry out any other task that may be required from time to time

ABOUT YOU

- 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 driving license and the ability to travel

KEY 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

PREFERRED REQUIREMENTS

- 2 – 3 years in a technical role

SALARY RANGE

£26,020 - £32,800 per annum depending on experience

ABOUT US

Yelo is a growing test engineering company. Established in 1983, we have become a market leader in the development of automated test equipment for the Photonics industry. Our equipment is used in labs throughout the world, by some of the largest corporations and we are continuing to grow our customer base. Our growth has enabled us to build a new state of the art 25,000 sq ft factory in Carrickfergus, Northern Ireland. This facility has; Shower facilities, pool/ snooker room, a designated BBQ area and first class engineering facilities.

Employees at Yelo, an important role in keeping the world connected.

WORKING AT YELO

We like our employees to work hard and enjoy coming to work everyday. We have created a fun work environment where everyone feels like one big family. During your break, have a game of Pool or chill with some TV in our brightly colored canteen. BBQ Fridays - we've become famous for them! Hail, rain or shine, we always put on a tasty BBQ for our employees on the last Friday of every month with plenty of Beef, Chicken and Vegetarian options.

YELO CAREER REWARDS

Competitive Salary	Free Parking
Travel Insurance	Travel Opportunites
Life Insurance	Private Healthcare
Pension Plan	Income Protection
1pm Friday Finish	