

VACANCY

Position: Surveillance Field Systems Engineer
Business unit: UK Radar & Naval Solutions
Reporting to: Customer Support Technical Manager
Location: Enfield, United Kingdom

Job Scope

Working for HENSOLDT UK within the Customer Service Department, the Surveillance Field Systems Engineer's role is primary Field based supporting customers around the world, conducting various technical activities on Naval, Shore Based, Security, Commercial and the wider HENSOLDT products.

Job Functions

Travelling within the UK and multiple overseas destinations is a regular feature of this role and requests to travel could be made at short notice.

- Conduct Setting to Work, Commissioning, Harbour Acceptance and Sea/Site Acceptance tests for supported systems on land and ship-based platforms.
- Carry out Service interventions on supported systems which includes troubleshooting and repairing hardware, software, electronic, electrical, and mechanical faults down to LRU level.
- Participate in Trial activities to characterise and prove system capabilities.
- Strive for Quality, Improvement and Customer Satisfaction.
- Completing detailed service reports and expenses on completion of each activity in a timely manner.
- Communicate effectively with line management any information relating to technical issues seen in the field.
- Whilst in the office, support Customer Services Technical Helpdesk, by responding to technical advice e- mails in a timely fashion and when required the writing of Technical Advice Sheets.
- Carry out any special projects or tasks as agreed with line management.
- When required participate in technical meetings and provide a technical liaison with Sales team/Customers.
- Whilst working in a customer facility be vigilant in observing any additional necessary work on HENSOLDT UK supplied equipment.
- Act in a professional manner in the presence of customers and maintain the confidentiality of any sensitive product information. Ensuring that conduct and presentation are always maintained to the required standard.
- Familiarise and observe all Health and Safety rules and regulations during working hours.
- Complete training courses as required.
- On occasions be prepared to work in excess of the normal 37-hour week or anti-social hours whilst observing contractual obligations.
- Any other tasks associated with this role.

Requirements

- Minimum of ONC qualified in Electrical/Electronic Engineering
- Proven track record in demonstrating knowledge of electronics in a 'hands-on' discipline.
- Excellent communication skills both technically and socially with the ability to interact at all levels within the organisation.
- Sound knowledge of computers including hardware and software with the ability to use various software packages such as Microsoft Word and Excel
- Full clean driving licence
- Valid passport

Physical Attributes

- The ability to walk 300-400 metres with to a tool kit, possible weight of 10 Kilos.
- The ability to walk up the equivalent of 10 flights of stairs, then could be a further 10 metres on a ladder.
- Able to work at heights could be up to 70 metres.
- Able to harness yourself to the mast and commence service activities.
- The ability to work in tight spaces, needing to twist and manoeuvre your body.

In view of the intrinsic requirement of this role, HSC guidelines recommend regular medical checks via Occupational Health, to ensure the safety and wellbeing of the employee. The Company will advise the employee of the regularity of this requirement.

The above list will be subject to the Company's duty to consider any reasonable adjustment under the Equality Act 2010.

Employee Compliance

- The job holder will be expected to comply with any reasonable operational instruction or procedures relating to Company policies, reporting and controls. In particular, Section 7 of the Health and Safety at Work Act 1974 provides a duty on every employee, while at work, to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- It also places a duty on employees to cooperate with their employer so far as is necessary to enable their duties to be complied with including the appropriate use of personal protective equipment (PPE).
- Failure to comply with this duty may result in the Company invoking the disciplinary procedure.

About HENSOLDT UK

HENSOLDT UK, formerly Kelvin Hughes, is a world leader in the development, manufacture and supply of maritime navigation and surveillance radar systems. HENSOLDT UK employs over 170 employees and are headquartered in Enfield, North London. The company sets the international standard in solid state radar sensor technology with SharpEye and its market leading navigation and tactical radar display systems.

SKILL MATRIX:

Job Title/Employee	Surveillance Field Systems Engineer
Skills	
Internal communication	3
External communication	3
Business system	2
IT	4
Customer management	3
Problem solving	4
Accountability	3
Flexibility	4
Teamwork	2
Time management	3
Administrational skills	3
Technical Radar knowledge	4
MFD skills	3
ECDIS skills	4
Gyro Compass knowledge	3
Serial interfacing knowledge	4
SP Radio knowledge	2
Concilium Log knowledge	3
Naval Product knowledge	2
IBS skills	3
VDR knowledge	3
General Electronics knowledge	3
Stock control	2
Spares provisioning skills	0

Grading System:

- 0 No knowledge**
- 1 General low level of competency**
- 2 Competent in some respects**
- 3 Competent in most respects**
- 4 Fully competent in all aspects**