

CAMPBELL SCIENTIFIC JOB DESCRIPTION

Role Title:	Technical Support Engineer
Reporting to:	Technical Support Team Leader

1. Role Description

The Technical Support Engineer is responsible for the delivery of high quality and responsive technical support for Campbell Scientific systems and equipment, for both external and internal Campbell Scientific customers and stakeholders. In addition, the Technical Support Engineer is responsible for creating and testing software programs to run on Campbell Scientific loggers, for the capture, post processing and dissemination of data from both digital and analogue sensors\devices.

2. Main Responsibilities

It is expected that within this role, the Technical Support Engineer will undertake the following duties:

- Provide customer technical support via phone, web, and e-mail for the Campbell scientific products and systems.
- Understand and be able to troubleshoot a variety of communications methods and protocols such as ethernet, serial, satellite, radio and cellular.
- Undertake configuration and setup of the company's software products, and help others become capable in configuring these products.
- Recognise when support is required to turn in to a commercial transaction and be able to recommend and seek assistance to quote for programming, instrument or system upgrade or continued consultancy.
- Assist with the capture of and assess the requirements for the programming effort for a system(s) design and implementation.
- Write, test and support datalogger programs to interact with a variety of analogue and digital sensors at varying frequencies and scan rates. The programming will require the creation of CR basic programs to interact with different sensors, protocols and the creation of quality control methodology and application within the program.
- Undertake customer training on operation of products or systems.
- Maintain an excellent working knowledge of the Company's products and services.
- Assist company research and development with the evaluation and testing of new products as required by the Company.
- Undertake travel away on Company business when required, including overnight stops in the UK and overseas.
- To document activities following company procedures and using company systems.
- Any other duties as required by the company commensurate with the role and required skills.

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3. Personal Specification

Technical Skills and Competencies	Essential	Desirable
<p>Ability to demonstrate, understand and apply the Campbell Scientific's Core ARCTIC Values:</p> <ul style="list-style-type: none"> • Accountability – We value clear commitment that – in the eyes of others – have been kept. Give your best and work together to overcome obstacles. • Respect – We treat clients and fellow employees with trust, humility, respect and expect the same in return. • Client Centric – We focus on making a difference in the lives of our clients by providing positive experiences. • Team Work – We believe in collaborative approach to achieve our goals. We know every member brings diverseness to the effort. Have compassion for your team mates and celebrate their wins. • Innovation – We deliver innovative processes, products and experiences. This will continue to allow our teams to be empowered to connect, create and inspire. Innovations results from engendering creativity within an open and receptive culture. • Continually Improve – We relentlessly pursue constant improvements with our products, processes and employees, to deliver the most value to our clients for a reasonable cost. We support failure that results in learning and growth with the same enthusiasm we celebrate success. <p><i>Our values define how we conduct business and interact with one another</i></p>	X	
Experience in working with instrumentation and instrument communication protocols.	X	
A technical background and experience in working with communication and networking protocols.	X	
Experience in writing and testing software programs in C++ PLC Programming/configuration is a desirable.		X
Experience of different sensor output types, including voltage, bridge (resistor) type, current, RS-232 serial, SDI-12, and pulse.	X	
Ability to read and interpret data (in different formats such as binary and hexadecimal) on different computer communication ports (com and IP Ports, etc).	X	
A strong customer focus and experience working directly with customers and know how to develop and maintain professional and commercial relationships.	X	
An excellent communicator, both written and verbal.	X	
Have a 'can-do' and positive attitude and is innovative and creative in searching for better ways to do things.	X	
An ability to give instructions and relay complex information, to a non-technical audience.	X	
Experience as working as part of a team with shared responsibilities and targets.	X	

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Hold a full clean UK driving license.	X	
Willingness to travel within the UK, Europe and internationally when required.	X	
Hold an UK/EU Passport and/or have the rights to work in the UK/EU	X	
Have experience of delivering projects or pieces of work to customers within an agreed time frame.	X	

Qualifications	Essential	Desirable
Formal education to a degree standard in either an engineering or computing field	X	
Industry recognised professional qualification or accreditation in software programming		X
A programming qualification		X