

CAMPBELL SCIENTIFIC JOB DESCRIPTION

ROLE NAME:	Junior Technical Support and Software Engineer
Reporting To:	Technical Support and Projects Manager

1. Role Description

The Junior Technical Support and Software 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 role is responsible for creating and testing complex 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 Junior Technical Support and Software Engineer will undertake the following duties:

- Write, test and support, complex 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.
- Capture and assess the requirements for the programming effort for a complex system(s) design and implementation.
- Work in an agile delivery framework either independently creating programs or as part of a larger software team.
- Undertake configuration and setup of the companies software products, and help others become capable in configuring these products.
- To provide pre-sales technical support for the Sales Engineers including but not limited to product recommendations, program solutions and system design.
- 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.
- Troubleshoot product and equipment via multi-meter, oscilloscope, computer transparent mode, watching and evaluating data packets, etc.
- To identify when support is required to turn into a commercial transaction and be able to recommend and quote for programming, instrument or system upgrade or continued consultancy.
- 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.

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- Any other duties as required by the Company commensurate with the role and required skills.

3. Personal Specification

Technical Skills and Competencies	Essential	Desirable
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 desirable	x	
Experience of different sensor output types, including voltage, bridge (resistor) type, current, RS-232 serial, SDI-12, and pulse	x	
Experience in working with instrumentation and instrument communication protocols		x
Ability to read and interpret data (in different formats such as binary and hexadecimal) on different computer communication ports (com ports, IP Ports, etc)	x	
A strong customer focus and have 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	
Hold a full clean UK driving license	x	
Hold an EU Passport and have the rights to work in the UK	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	
Project management qualification i.e. PRINCE2, PMP, AGILE		x
A programming qualification		x
Good French, German and/or Spanish language skills. Able to write and converse in the language as well as translate from and to English		x