

CAMPBELL SCIENTIFIC JOB DESCRIPTION

ROLE NAME:	TECHNICAL SUPPORT AND PROJECTS ENGINEER
Reporting To:	Technical Support and Projects Manager

1. Role Description

The Technical Support and Projects Engineer provides high quality and responsive technical support for both external and internal Campbell Scientific customers and stakeholders. The Technical Support and Projects Engineer is also responsible for design, management and on time delivery for small to medium sized software and / or hardware installation projects that are a combination of design, programming, testing, documentation, training and installation (not exhaustive).

2. Main Responsibilities

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

- Understand and be able to troubleshoot a variety of communications methods and protocols such as ethernet, serial, satellite, radio and cellular.
- To identify when support is required to turn in to a commercial transaction and be able to recommend and quote for programming, instrument or system upgrade or continued consultancy
- To provide pre-sales technical support for the Sales engineers including but not limited to product recommendations, program solutions and system design
- To manage, execute and deliver profitable and on-time, small to medium sized projects that could include a combination of design, program, build, test, document, install and sign off phases
- To support sales in the review and writing of tenders in terms of Campbell's hardware and software technical compliance
- To write, test and install, complex datalogger programs
- To create, develop, update and deliver training courses for Campbell customers
- Assist company research and development with the evaluation and testing of new products as required by the Company
- Provide technical and manufacturing information to production teams, where necessary for the completion of orders, including non-standard products and services
- Maintain an excellent working knowledge of the Company's products and services
- Deliver onsite installation or upgrade services inclusive of hardware and software installation
- 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
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 or testing software programs	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 with in an agreed time frame		x
Commercial experience in sales and or sales administration		x
Experience in planning and coordinating activities for others		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
Training experience and/or a "Train the Trainer" 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