

SAAB SEA EYE

Product Support Engineer

Join us in creating the most innovative underwater robotic technology for the harshest environments in the deepest oceans and most turbulent waters.

We lead the world with the most advanced engineering, electronics and software systems for pioneering electric underwater technology.

We don't just create products – we are revolutionising the underwater world!
So come and be part of an innovative and agile team that is dedicated to smart and inspired technology that is rapidly changing the future of underwater robotics.

The role: Provide technical product support internally and to Saab Seaeye customers.

Main Responsibilities:

- Provide technical product support internally and to Saab Seaeye customers by phone, email and in person where necessary.
- Maintain good customer relations by pro-actively monitoring and updating them by phone, email and in person where necessary.
- Be a point of contact for the 24 hour emergency help line.
- Be prepared and capable to travel internationally and offshore to support customers as required, sometimes at short notice and for extended periods.
- To assist with customer/staff training customers to ensure a high level of knowledge is gained with regards to all Saab Seaeye products.
- Generate & maintain reports/databases relating to the department.

The candidate:

- BTEC, GNVQ, C&G or similar electrical/electronic qualifications.
- Electrical/electronic fault finding and repair work.
- Mechanical fitting work.
- Fibre Optic testing and terminating.
- Previous customer facing support work including offshore support work.
- Competent use of test equipment, oscilloscopes, DVM, megger, F/O testers etc...
- Logical fault finding methods.
- Ability follow circuit diagrams and work instructions.
- Effective communication skills, written, phone and in person.
- Flexible regarding working overtime as required.
- Willing to travel offsite/offshore at short notice, including occasions outside the normal working week. Assist in covering the out of hours support telephone.

The role is based full-time on site at our Fareham premises and comes with an excellent benefits package.