

# SAAB SEA EYE

## Job Description

**Title:** Product Support Engineer

**Reports to:** Products Support Manager

**Based at:** Fareham, Hampshire

### Job Purpose:

An exciting opportunity to join Saab Seaeye's product support team, supporting a wide range of leading electric underwater robotic products around the world. The role is to complement the existing support team with a focus towards networks, software and the development of modern technical support tools for internal and customer use.

### Key accountabilities and responsibilities:

- Develop a full understanding of our bespoke iCON architecture which includes software protocols and networked infrastructure to provide front line technical support
- Develop a good understanding of all aspects of our products to provide front line technical support including electrical and power systems
- Provide technical support internally and to customers by phone, email and in person where necessary to Saab Seaeye's customer base, including a 24hour emergency technical support line
- Input into the software and product development roadmaps for better serviceability and maintainability
- Research, develop and implement a range of modern digital technical support tools including:
  - Remote support tools including augmented reality / VR based tools / remote desktop technologies
  - Develop an expert knowledge base for technical support information and customer self-service portal in e.g Jira / Confluence or similar
  - Analysis of ROV system data and collation / management of the data using bespoke tools and AI tools for warranty support and system reliability improvement
  - Remote satellite telemetry for ROV data feedback
  - Further develop the internal bug reporting and change management systems in line with technical support best practice
  - Develop a system monitoring 'World Map' for systems in the field
- Work with the training team to feedback support issues to update training material and manuals
- Work with the training team to help develop on-line training and VR training tools
- Assist with training of customers and staff to ensure a high level of knowledge is gained with regards to all Saab Seaeye products

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#### Saab Seaeye Ltd

#### Address & Registered Office

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Registered England & Wales  
No 02022671

VAT  
No 566 6513 17



**SAAB**

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- Liaise with sales departments on key issues affecting customer relationships
- Personally manage critical issues that arise which will have significant impact on customer relations
- Travel internationally to customer premises & offshore locations potentially at short notice to provide technical support

## Skills / Knowledge required

- Experience of working with customers and customer support
- In depth knowledge of software and computer systems
- In depth knowledge of networking principles (Ethernet and fibre optics)
- Working practice of digital fault finding of bespoke protocols
- Electrical and Electronics education
- Experience with managing / filtering / analysing big data
- Ability / willingness to travel when necessary at short notice including to remote offshore locations (offshore training will be provided if not already certified)

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