

Job Description

Job Title	Technical Support Engineer	Department	Engineering
Reports to	Engineering Team Leader		

Job purpose

- Reporting to the Engineering Team Leader, the Jobholder will be responsible for the provision of technical engineering specialist expertise, advice and support for the production facility at LTLGS and its customers.
- The Jobholder will also support the development of new production processes and new product introduction projects required to maintain the company's competitive position. The job holder will also provide configuration support to the production process

Duties and responsibilities

- To support the repair and overhaul of Aircraft components in accordance with company procedures and in compliance with applicable airworthiness regulations.
- To provide for the support of operations in accordance with standard practices and procedures derived from approved sources for use within the organization. This will include the development of new processes and procedures.
- To ensure that all work in LTLGS is in accordance with Airworthiness Directives, other safety information and manufacturers' service bulletins etc., in order to achieve correct product configuration control.
- To review Component Overhaul Manuals (CMM's), Approved Technical Publications (ATP's) and other OEM technical documentation such that work undertaken is up to date and technically competent. Candidate should be conversant with ATA applicable aircraft manuals.
- To seek approval of Change Repair Approval Sheet (internal repair approval process), so that out of scope changes receive the appropriate level of design authority before implementation.
- To provide customer gear configuration support to the production process (Yellow Folders) that includes providing technical support and assistance to workshops and customers on a 24-hour basis.
- To assist in the investigation of hazardous occurrences (MOR's) both in-house and originating with a customer in order to analyse, recommend and introduce corrective action as necessary.
- To monitor customer supplied component reliability, air safety and ground found occurrences analysis so that any required corrective action can be taken in a timely manner.
- To assist in the development of new viable capability for the company and the provision of correct tools, equipment, training and spares to support new capability intake as requested.
- To assist in the development of new processes in NDT, Machine Shop, Metal treatment, Paint removal, Painting, and Plating shop as requested.

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- To facilitate the creation and amendment of Production Control Route sheets on the company control system (SAP), and ensure that these are created in accordance with relevant CMM/OHM/SOPM. Production information includes Bill of Materials, Routes, Picture sheets all of which control the production process
- To understand the commercial implications of the engineering decisions made, and how these affecting the company's production key performance measures.
- Must exhibit skills of engineering management potential within 2 to 3 years.
- All duties shall be undertaken in compliance with Safety and Environmental Regulations and Company Procedures.

Working conditions

The role is office based, however day-to-day support of the LTLGS production process will require time within the production environment so the employee may be exposed to toxic and corrosive chemicals / heavy lifting equipment etc.

Physical requirements

The role has no specific physical requirements.

Direct reports

No direct reports

Education and qualifications

- Degree Qualified (BEng 2:1), Aeronautical/Aerospace/Mechanical or Engineering. HND will be considered
- An additional language (German / French) would be useful, but not critical



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Experience and Knowledge

- Ideally the candidate shall have extensive (5+years) Aircraft experience ideally within MRO environment, working with Aircraft Manuals and Approved Data and technically supporting the production environment
- Experience of working with production control packages (MRP / ERP / SAP etc.)
- Proficient in the use of Microsoft Packages (Advance excel / Visual Basic a benefit)
- Knowledge of project management methodologies, with proven ability to lead technical projects
- Comprehensive knowledge of the aircraft publications arena, ideally with EASA 145 / CAMO / Part M airworthiness compliance experience.
- Experience of working within 3D CAD systems (Solid Works), ideally within an PDM environment (Team Centre / ePDM for example)

Personal Qualities

- Role requires interaction with both office and production staff so candidate must be open to meeting new people and comfortable to communicate with both the Production and Management layers.
- The role may involve customer interaction and customer meetings, so candidate shall be business presentable and comfortable dealing with customers - either via email or face to face.
- Good written and oral communication skills, with an ability to communicate effectively to all levels of an organisation and experience of customer interface.
- Able to work to tight deadlines and be flexible and flexible approach to work.

Other Requirements

- Rights to work within the UK without any restrictions
- No Agencies