

Customer Support Engineer - H+S Aviation, Portsmouth

H+S Aviation – what do we do?

H+S Aviation and sister company, Dallas Airmotive, are OEM-certified and dedicated to providing maintenance, repair and overhaul services for small gas turbine and turbofan engines used in aviation.

Do you want a flexible working life where you can juggle your work and home life equally? Our flexi hour/day banking system will give you the control you need! We treat all our employees fairly, equitably and with respect, we like to look after our employees at H+S Aviation, we offer you our perks discount scheme for hundreds of retailers and wellbeing support for you and your family 24 hours a day. If you stay with us for 5 years or more, we have long service recognition plus many other benefits including a Company Pension scheme matching your contributions up to 7.5%, and a non-contractual share save bonus scheme to help save for a rainy day.

About the role:

To provide professional, technical and commercial support to meet customer requirements, ensuring the highest level of customer service is achieved, to both internal and external customers

- Identify opportunities for business development within existing customer base reporting competitive activity
- Visit customers as per contact plan in order to evaluate needs and build positive relationships
- Produce work instructions in line with log book requirements, OEM specifications and Customer Special Requirements (CSR).
- Ensure technical compliance with relevant industry standards, OEM and regulative authorities
- Agree realistic turn round times and promised delivery dates (PDD) with the internal and external customer
- Participate in the Technical/Publication Review process and approve changes to in-house systems
- Produce customer status/engine reports and other relevant information as required
- Prepare quotes, cost estimates to submit to external customers as required
- Provide technical advice and support and training to the internal customer
- Carry out analysis of test data through liaison with the Test Cell
- Provide technical/engineering support to customers during field visits and in response to incoming queries
- Collate and quantify information to enable the release of the product within statutory requirements
- Approval as release signatory, as required
- Participate in defect investigations and incident report investigations as required.
- Active participation in the Material Review Board
- Participate in Out of Hours support

What do we want to see from you?

- Formal education preferably HNC/degree level in engineering discipline
- Experience in a customer facing role ideally in engineering
- Expertise in the commercial and engineering aspects of the industry
- Experience in Maintenance Engineering preferred

Interested in joining us... What's next? – To apply for the Customer Support Engineer Role, please send your CV and cover letter to recruitment@haviation.co.uk by Friday 13th March 2020.

By applying for this role and/or submitting your CV, you are agreeing to the use of your personal data as detailed In your candidate privacy notice which can be found at <https://www.bbaaviation.com/~media/Files/B/Bba-Aviation/documents/privacy-policy/candidate-privacy-notice-bba-aviation-8-may-2019.pdf>. Please take a few moments to read our candidate privacy notice prior to applying.

