

Application Support Engineer - enginei

Company & Role

enginei is a market leading ship energy management system that enables ship operators to reduce fuel consumption, improve fuel accountability and reduce energy and emissions. Developed in the UK and exported world-wide the product and team has seen rapid growth and expanding opportunities in the marine market over the past 5 years. We are looking for a self-driven engineer with a focus on high quality, to carry out the role as outlined below:

- Reports to: enginei Technical Manager
- Division: enginei
- Location: Newcastle Upon Tyne, UK office

Role purpose and Key responsibilities

- System panel building and assembly
- Factory Acceptance Tests
- Support installation teams on active jobs
- Troubleshooting and diagnostics
- Resolution of technical tickets
- Provide customer support in line with SLA's

Essential criteria

- Basic Network communications and diagnostics, IP based systems
- Knowledge of electrical and electronic components
- Basic understanding of IT support
- Familiar with TeamViewer
- Instrumentation communication, e.g. RS232, RS485, Modbus, CAN bus, Ethernet
- Structured fault-finding and troubleshooting support
- HSE knowledge

Desirable experience

- Marine and offshore industry experience

Salary Package

- Competitive salary

If you have the necessary skills and experience, please send your CV and covering letter to Lesley-ann.hardman@royston.co.uk