

## Technical Support Engineer

### Description:

### **Technical Support Engineer** Gateshead, Tyne & Wear

### **JOB SUMMARY**

Reporting to the Plant Technical Manager, this role has responsible for representing the Union Electric Åkers group to our customers on Technical issues. Close interaction with customers will be required to investigate failures and optimise product performance. Extensive worldwide travel, potentially with short notice will be essential to this role.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- To investigate product failures, mill performance and other customer concerns
  - Failure analysis and reporting
  - Stress analysis using 3D modelling
- To have an in-depth understanding of our production process and hot/cold rolling applications
  - Work with customers to maintain our strong business relationships and guide them on roll use and maintenance
  - Analysis of roll performance data
- To work with both Sales and Manufacturing to communicate customer concerns
- To support the Technical department within the Plant
  
- It is expected that customer visits and the associated travel would represent ~50% of the working week on average

### **MANAGEMENT/SUPERVISORY RESPONSIBILITIES**

- None

### **EDUCATION/EXPERIENCE (ALL EDUCATION/EXPERIENCE BULLETS ARE REQUIRED UNLESS NOTED AS "PREFERRED")**

- Experience in an engineering environment
- A metallurgical or Material science degree (preferred)
- Previous experience with rolls, rolling mills and roll shops (preferred)
- Experience and qualifications in NDT including Ultrasonic, Eddy current, MPI, DPI and hardness (preferred)

### **KNOWLEDGE, SKILLS AND ABILITIES (ALL KNOWLEDGE, SKILLS AND ABILITIES BULLETS ARE REQUIRED UNLESS NOTED AS "PREFERRED")**

- Be able to demonstrate good problem solving skills
- Have the ability to write technical reports, interrogate and interpret data
- Be able to effectively present information to groups of managers, customers and employees
- Strong communications skills both verbally and written
- Have the ability to review and interpret engineering drawing with and experience with SolidWorks
- Be computer literate

[Click here](#) to apply. Please attach your resume, cover letter