

JOB DESCRIPTION

Senior Support Engineer (ILS)

Overview

Whether it's industrial embedded computing, custom lithium battery packs, secure communication systems, antennas, or imaging technology we design, manufacture and supply it.

From the ocean floor to the edge of space, Steatite innovation is making sure that vital technology operates consistently, reliably, and above all safely, around the clock.

Our products can be found gathering scientific insight in the cold and crushing depths at the ocean floor, transmitting high bandwidth data across hostile terrain, processing colossal amounts of traffic data, and enabling secure ticket sales on board a train.

Quality is a key driver and consequently we are ISO 9001: 2015 certified. Security-cleared individuals and facilities are complemented by a strong engineering and design capability. We have in depth knowledge of CE, UK DEF STAN, American MIL-STD, NATO STANAG and UK, European and American TEMPEST standards. These standards are especially relevant for many of our customers.

As an innovative, technology driven company, we play an active role within the scientific community, driving groundbreaking research and development projects - projects that are designed to inspire new technologies that operate at the very limits of technical capability.

Our headquarters are located in Redditch near Birmingham, where we have a large purpose-built manufacturing facility. We also operate an extensive battery assembly plant in Crewkerne, Somerset, and a world class antenna manufacturing unit in Leominster, Herefordshire, where we operate some of the UK's most advanced test equipment.

From the first day of your employment with us, you will be part of an organisation that strives to make your work rewarding and cares for your safety and wellbeing every day.

Reporting to the Head of Systems Engineering, the Support Engineer will be the ILS Subject Matter Expert for Steatite projects and point of contact to our customers, developing through life support solutions to meet customer requirements. This role can be based out of any of the Steatite offices. We have adopted a smart/dynamic working policy; however, this role will require a large amount of office-based working; some travel will also be required to other Steatite sites and customer facilities.

Summary Details

Job Type:	Site based
Job Title:	Senior Support Engineer (ILS)
Location:	Redditch, Worcestershire (flexibility to be based at one of the other Steatite Ltd sites)
Hours:	38 hours per week, Monday - Friday
Salary Package:	Competitive
Benefits	<p>25 days holiday plus bank holidays, increasing to 28 days with length of service</p> <p>Annual Discretionary Bonus</p> <p>Salary sacrifice pension</p> <p>3-month notice period after probationary period</p> <p>Access to Westfield Healthcare scheme, including:</p> <ul style="list-style-type: none"> • Corporate Health Cash Plan • Employee Assistance program • Wellbeing App • Discount scheme <p>Cycle to Work Scheme</p> <p>Enrolled in Employee Share Scheme after 12 months</p>
Qualifications:	A technical qualification in an Engineering discipline.

The type of person we are looking for:

- Having a flexible and adaptable approach
- Curious - inquisitive and open minded, seeks out evolving and innovative ways to add value.
- Collaborative - Able to work effectively and inclusively with a range of people.
- Driven to deliver - Determined and resourceful to deliver the best results for the business.
- Seeks learning and development opportunities - Takes the opportunity to acquire, the knowledge, skills and behaviours to be fully competent in job role.

The role

This role encompasses the following responsibilities:

- Deliver ILS and Service Support programmes to ensure ILS requirements are delivered on time, to budget, and to the required quality.

- Perform detailed analytical studies to ensure that the support systems being developed, meet or exceed the specified support requirements, recommending design changes as appropriate.
- Design and implement ILS programmes including AR&M, Supportability Analysis (SA), Through Life Costing, and Obsolescence management.
- Development and manage Integrated Support Plans and all ILS Element Plans.
- Provide support to bids and proposals.
- Supporting other areas of the business as the need arises
- Adherence to all health, safety, environmental, GDPR & quality policies and standards outlined by the company.

Key competencies

- Sound knowledge of ILS defence standards (including Def Stan 00-600, DLF (JSP886), and ASD S series)
- Working knowledge of design engineering methods and processes (Systems Engineering).
- Proficient in using all Microsoft office packages.
- Current valid UK SC clearance or willingness to become security cleared.

Experience:

- An understanding of ILS or IPS for UK Defence Programmes is essential.
- Experience of Verification and Validation processes.
- Experience in AR&M Analysis, Supportability Analysis, and Through Life Costing.