

Applications & Development Engineer

Reporting to Applications & Engineer Manager

The company Brigade is a trusted, multi-award-winning global market leader developing innovative vehicle safety systems, for commercial vehicles and mobile machinery. Our cutting-edge solutions prevent collisions and save lives. Our company culture is defined by ACTION, and these values are at its core.

We are Aspirational, We are Customer Centric, We are One Team, We Innovate, We Own It, Now. These values serve as guiding principles that shape the culture and behaviour of the organisation. These values encompass integrity, innovation, teamwork, customer focus and a commitment to excellence.

Purpose of Role The primary function of this role will be to support the global sales force and Applications Engineering teams maximizing the potential of existing products or modifying existing products to promote both current and new business.

The key to the position is to capture customer requirements, translate them into technical requirements and deliver solutions that meet the customers' expectations.

The candidate will also be required to support the Engineering Team, ensuring all core products are suitable for our market applications and that the department continues to deliver exceptional service. This will include technical product training internally and externally.

This role is predominantly customer-facing, providing technical support and troubleshooting to Brigade's customers, upholding Brigade's brand image.

There is also a need to work closely with suppliers to deliver customized products ensuring Brigade's product quality is maintained.

The position requires the candidate to be highly competent in all forms of communication and whilst it will be mainly office-based it may include site visits at locations throughout the UK and possibly Globally as necessary.

Key Responsibilities

- Providing exceptional customer service and a proactive approach focused on the aftermarket but occasionally OEM customers too.
- Develop solutions to applications problems/opportunities.
- Managing the bespoke product modification for customers via Brigade supplier base.
- Preparation of application documentation including CAD technical drawings, system schematics, specifications and installation instructions.
- Creating and obtaining approval of manufacturing documents e.g. drawings, BOMs, specifications etc.
- Provide technical information and support in the preparation of quote/tender documentation, business development and initial installations.
- Product application support to customers and colleagues throughout Brigade group.
- Troubleshooting and customer technical support.
- Lead technical training programs for customers and colleagues throughout Brigade group.
- Co-ordinate suppliers and contractors for bespoke products and applications.
- Co-ordination and co-operation with all colleagues.
- Direct and effective communication with suppliers and customers.
- Participation in team meetings, training courses and workshops required.
- Close links with colleagues will need to be developed and maintained in order that corporate objectives are met.
- Required to always present a positive and professional image
- Ensure that an excellent customer relationship is established and maintained with all clients

Person Specification

- Minimum of 3 years' experience in automotive electrics and/or electronics customer facing engineering.
- Minimum 3 years' practical experience in a business-to-business environment
- Experience in working with suppliers on product development or product adaption
- Knowledge of electronics product development and Automotive working practices
- Must demonstrate basic knowledge of DC circuits, plus understanding of analogue and digital electronics
- CAD (2D and also electrical schematics)
- Strong verbal and written communication skills for effective interaction.
- Decision-making skills, especially in high-pressure situations.
- Flexibility to adapt to changing circumstances and priorities.
- Strong organisational and multitasking abilities to manage multiple priorities effectively.

- Attention to detail in planning, execution, and follow-through.
- Proven track record of achieving and exceeding goals and objectives.
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Employee signature

Date.....

action this is how we do it...

