



Job Specification

Position	Product Variant & Application Support Engineer
Reporting to	Applications Engineering Manager
The Company	<p>Brigade Electronics, established in 1976, is at the pinnacle of commercial vehicle and mobile plant safety. A founder and innovator of sensing and monitoring systems that have helped save countless lives across the globe for over forty years.</p> <p>Whilst our portfolio can be emulated, our commitment to vehicle safety, our reliable, trusted products and our dedicated team of experts, cannot. We invest in people as well as technology. Everyone in the Brigade family understands the life-changing significance of the products and service we provide and the importance of outstanding systems that work in the most demanding of situations.</p> <p>The Brigade Group organisation is based in the UK and has subsidiary companies in the USA, Canada, Germany, France, Italy, The Netherlands and Poland, and selling in to over 80 countries world-wide via our National Distributor network.</p>
Purpose of Role	<p>The primary function of this role will be to support the global sales force and Applications Engineering teams developing bespoke products & modifications for their customers promoting current and new business. With the continued success of this business the opportunity to develop in-house Manufacturing may become available.</p> <p>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.</p> <p>This role is customer-facing, providing technical support and telephone trouble shooting to all of Brigade's customers upholding Brigade's brand image.</p> <p>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 Europe as necessary.</p>

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<p>Key Responsibilities</p>	<ul style="list-style-type: none"> • Providing exceptional customer service and a proactive approach to both aftermarket & OEM customers • Develop solutions to applications problems/opportunities • Managing the bespoke product modification for customers via Brigade supplier base. • Creating and obtaining approval of manufacturing documents e.g. drawings, BOMs, specifications etc. • Preparation of application documentation including CAD technical drawings, system schematics, specification and installation instructions and report. • Provide technical information and support in the preparation of quote/tender documentation, business development and initial fittings. • Product application and technical support to customers and colleagues throughout Brigade group. • Troubleshooting and customer support Lead training programs for internal and external customers • Co-ordinate suppliers and contractors for bespoke products and applications • In house assembly/modifications of products • Co-ordination and co-operation with all colleagues • Direct and effective communication with suppliers, 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 present a positive and professional image at all times Ensure that an excellent customer relationship is established and maintained with all clients
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Person Specification

Essential	Desirable
<p>Education and Training</p> <ol style="list-style-type: none"> 1. Educated to Higher National Certificate (HNC) or NVQ with a technical emphasis in electrical/electronics. 2. Or an Industry recognised apprenticeship with a major automotive OEM. 3. Minimum of 5 GCSE's at Grade C or above including Maths and English. 4. High level of numeracy and literacy. 5. Above average computer literacy. 	<p>Higher than HNC</p> <p>Industry recognized charter/accreditation within the automotive industry.</p>
<p>Experience and Skills</p> <ol style="list-style-type: none"> 1. Minimum 2 years' experience with automotive electrics and/or electronics. 2. Knowledge of electronics product development and Automotive OEM working practices. 3. Technical and computer application skills. 4. Must demonstrate basic knowledge of DC circuits, plus understanding of analogue and digital electronics 5. Use of Electronic test equipment and tools 6. Computer application skills: 7. CAD (2D and also electrical schematics) 8. MS Office 9. At least 2 years practical experience in a business to business environment. 10. Able to demonstrate strong co-ordination skills. 11. Attention to detail is critical. 	<p>Knowledge of cable harness assembly/manufacturing processes.</p> <p>Experience in bracket fabrication.</p> <p>Experience in injection molding.</p> <p>Knowledge of vehicle electrical system installation techniques.</p> <p>CAD 3D</p>
<p>Personality and Motivation</p> <ol style="list-style-type: none"> 1. Self-motivated and takes full responsibility for the quality of own work. 2. Flexibility to multi-task. 3. Resourceful to provide technical support. 4. Practical aptitude with methodical approach to detail. 5. Able to work to tight deadlines. 	

6. Eager to learn. 7. Natural respect for company and colleagues.	
Interpersonal Skills 1 High level of communication skills with the ability to communicate effectively with customers, management and colleagues. Very clear spoken English is critical 2. Helpful and approachable. 3. Strong focus on delivering excellent customer service.	
Other requirements 1. Innate time manager. 2. Flexibility to work beyond normal business hours when required.	