

Job Description

Position	Support Engineer – Cloud Services
Reporting to	Fleet Services Development 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>Our commitment to vehicle safety, our reliable, trusted products and our dedicated team of experts are unparalleled in the industry.</p> <p>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>Brigade is a global leader in Safety and Connected Transportation systems and solutions. With our product range and customer demand for off vehicle data services increasing, an exciting opportunity has arisen for a dynamic and technically competent support engineer to help with the operation, maintenance, and future development of our Cloud based Connected Fleet Services/IoT platform.</p> <p>This role is expected to evolve over time, starting from assisting and sharing the workload of Brigade’s existing engineer in this field. This role is expected to grow to an individual contributor for the current and future products. This requires the technical skills as well as the ability to dive into new projects as they emerge.</p> <p>The successful candidate will be apart of the team who manages and executes new initiatives and will be working with key stakeholders and various project teams to identify, design and implement new revenue streams and transform our Services platform</p>

	<p>This job will also require customer-facing, providing technical support and troubleshooting with a focus on the Fleet Services product range (cloud, software and hardware).</p> <p>Domestic and international travel may be required to perform this role.</p>
<p>Key Responsibilities</p>	<ul style="list-style-type: none"> • Assisting and sharing the workload of Brigade's existing engineer in this field. • Contribute to the development, extension, operation, monitoring and maintenance of Brigade fleet service offerings and related web and cloud infrastructure. • Provide technical support and troubleshooting with a focus on the Fleet Services product range. • Contribute to the creation of Hardware & Firmware solutions to support the Fleet Service business. • Support to acquire and deliver Brigade's innovative and market leading services protecting any IP, design right or know how developed.
<p>Key Tasks, but not limited to</p>	<ul style="list-style-type: none"> • Support and attend Project meetings and the New Product Introduction processes meetings where appropriate. • Understand service requirements and feature sets to develop solutions to realise the revenue streams. • Work with the IT and communication department to ensure the ERP systems can facilitate the financial transactions efficiently. • Making sure quality and operational standards are met as per Brigade Business Management System (ISO9001 and ISO27001)

Person Specification

Essential	Desirable
<p>Education & Training</p> <p>1. Computer or IT-based degree</p>	<p>Cloud Technology Certifications</p> <p>IT software, hardware, and networking architecture exposure.</p>
<p>Experience and Skills</p> <p>1. Up to 3 years of industry experience. We will also consider fresh graduates who can demonstrate relevant hands on exposure.</p> <p>2. Able to demonstrate strong co-ordination skills.</p>	<p>Some of the key areas of interest are</p> <ul style="list-style-type: none"> •Cloud infrastructure and services (e.g., Azure, AWS). •API integration & Web development and Applications. •Exposure in Scripting and Programming (ex. HTML, Python). •Internet service provision, Switches and Routers, IoT, Machine2Machine.
<p>Personality and Motivation</p> <p>1. Self-motivated, Desire to learn and adapt to change.</p> <p>2. Flexibility to multi-task.</p> <p>3. Resourceful to provide technical support.</p> <p>4. Strong team player with an enthusiastic, Can-Do approach</p>	
<p>Interpersonal Skills</p> <p>1. Confident interpersonal skills and ability to communicate (written and verbal) with a diverse group of individuals at all levels</p> <p>2. Helpful and approachable</p>	
<p>Communication & language skills</p> <p>1. Very clear spoken and written English is critical.</p>	<p>Second language</p>

Other requirements

1. Innate time manager.
2. Flexibility to work beyond normal business hours when required.

Employee Signature: _____

Date: _____