



Position Title: Field Support Engineer
Location: Birmingham, UK
Department: Customer Support and Services (CS&S)

In the newly created position of Field Support Engineer, you will have direct impact on the success of this rapidly growing tech company in the UK. Reporting to the Director of Customer Service and Support, you will be managing the start up, commissioning, maintenance and on-going support of our valued customers.

Field Support Engineer

As a key member of the CS&S team, the Field Support Specialist is primarily responsible for our Customer's overall success and satisfaction with our products. By developing ongoing relationships with our customers, the Field Support Specialist ensures that customers are able to maximize the utilization of our equipment and provide valuable feedback to our engineering teams on design improvements and future enhancements.

Responsibilities

- Responsible for start up, shut down, troubleshooting and preventative maintenance including calibration of instrumentation and tuning of control systems
- Conducts gasifier system performance tests
- Contributes feedback into mechanical, instrumentation and controls design for optimization and improvement
- Works with the controls team to make necessary changes to PLC/HMI programming
- Provide effective bi-directional knowledge transfer between the Customer and Nexterra
- Contributes to the development of training materials and delivers formal classroom and ongoing informal training & mentorship to customers
- Utilizes appropriate resources to address our customers support needs
- Responsible for all related administration pertaining to customer visits and calls, including the timely completion of service reports, expense reports and weekly time reports
- Responsible for recording and interpreting plant and equipment operations & maintenance issues and planning preventative actions
- Performs preventive and corrective maintenance activities and identifies potential upgrades and improvements
- Participates in the review and prioritization of support issues
- Contributes ideas and processes to increase overall efficiency of the department and of Nexterra
- Drives the Nexterra vision to be the best support organization in the industry

Qualifications/Experience

- Diploma in electrical technology , or equivalent trade experience in Instrumentation, control systems and software
- Minimum of 5 years of experience in an industrial equipment environment working in gasification, combustion and high temperature applications or power boilers

Skills

- Demonstrated experience in diagnosing, repairing and solving system/equipment issues with a practical and hands on approach
- Proven project management skills
- Good understanding of industrial PLC systems (interpreting PLC code, tuning and modifications)
- Ability to understand electrical and P&ID drawings
- Working knowledge of Allen Bradley RSLogix 5000, and Factorytalk
- Proven experience with MCC, motor controls and pneumatic and hydraulic controls
- Proven instrumentation experience through working on industrial projects
- Experience working with multi-discipline trades in a supervisory capacity
- Mechanical aptitude with an ability to troubleshoot issues
- Able to travel to customer sites locally and internationally (incl. USA)
- Must possess a valid driver's license

Attributes

- Superior communication and listening skills to resolve customer problem
- Excellent interpersonal skills including integrity, courtesy, tact, teamwork, respect and discretion
- Advanced analytical and problem solving skills
- Proven customer relationship skills in a service environment
- Able to quickly build and maintain rapport with others
- Demonstrated ability to meet commitments and able to establish workload priorities
- Motivated to expand skills base into related areas of biomass energy systems

If you are looking to have an impact on the world and change the future, come join a growing, vibrant company with top-notch leadership that values innovation and its people. Please forward your resume and cover letter to: careers@nexterra.ca