

## Commissioning / Technical Support Engineer

### JOB DESCRIPTION

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#### Company Technical Profile

Thermoteknix Systems Limited is a successful, international award winning company which has been established for over 25 years. We pride ourselves on being a friendly and successful, hi-tech, innovative Cambridge based company, supplying a world-wide market. We are a medium sized company engaged in the design, manufacture and sale of hardware and software for the thermal imaging and infrared industries.

Thermoteknix designs and manufactures infrared cameras and modules for security, aerospace, military and industrial applications, in small to medium volumes. Products range from heavily engineered industrial water cooled cameras for furnaces, to miniature infrared cameras for unmanned aerial vehicle (UAV) applications. We supply both complete on line systems and subsystems or subassemblies for integration by OEM third party system builders and integrators into their own product ranges.

#### Candidate

Thermoteknix is looking for a well-motivated **Commissioning / Technical Support Engineer** to work alongside our existing Commissioning Engineer to support its products and systems, both from Cambridge and in the field. This role will suit a candidate committed to customer satisfaction, wanting customer-facing responsibility but also who has the ability to maintain a firm technical grasp of the products and the potential causes of failure. The commissioning aspect of the work involves the same skills but also demands travel and self-reliance. When not engaged in support or commissioning, the individual will assist in the production department, maintaining a technical knowledge of the products.

## **Work Profile**

The role is made up of a number of components. Combining all the roles will demand organisation, careful scheduling and prioritisation. The three main components are handling customer support by telephone/fax/email, commissioning systems, and assisting where needed in the production (and other) departments as appropriate. Customer support demands a good telephone manner, good communications and problem solving/decision making ability. It is anticipated that field based commissioning/training will be about 50% of the job with trips lasting 2-3 weeks. Destinations predominantly North and South America, Asia, The Middle East and Europe.

## **Academic Qualifications**

Good electrical, mechanical and software skills with ability to work confidently and self sufficiently with attention to detail. In-house and field training provided.

## **Experience Required**

The ideal candidate will have experience in roles that demonstrate the skills of successful technical support. Ideally this should cover electrical, mechanics and software. Candidate must be fully computer literate and be prepared to travel on a regular basis.

## **Other**

Free on-site parking  
Staff company pension scheme  
Life Assurance (when joining the pension scheme)  
Childcare voucher scheme  
23 days annual holiday (3 days to be taken over Christmas) + public holidays  
Long Term Service Awards for employees  
Summer and Christmas company events  
Variable starting and finishing times when based in the office  
The successful applicant will report directly to the Engineering Manager

[www.thermoteknix.com](http://www.thermoteknix.com)