

Operations Support Engineer Job Description

GRADE: Staff

REPORTS TO: Field Service & Support Manager

LOCATION: Based at P2i, UK

JOB PURPOSE: To ensure that the implementation of P2i's technology is delivered effectively and efficiently. This role will include machine & facility installation, maintenance & support. To ensure customer compliance to P2i's QMS. As P2i is still an early-stage company, a degree of broader activities will fall into this role.

Key Interfaces: Customers, P2i Partners, Sales & Operations team,

KPIs

- Meet performance review objectives
- Customer satisfaction
- Field Processing Facility metrics
- Compliance to QMS
- Contribute to on-time, in-spec, on-cost facility build and operation

KEY TASKS

- Deliver Field Service & Support
- Effective use of Service Support IT system

KEY SKILLS

- Broad technical skills (physical sciences) and knowledge of implementation across a wide range of industries
- Understanding of Customer requirements
- Relationship management and interpersonal skills
- Communication, influencing and negotiating and assertiveness skills
- QA/QC process and procedures, implementation
- Project implementation & management
- Problem solving and decision making, sound judgment
- PC literate with PowerPoint, Excel, Access, Word and report writing skills

KEY ATTRIBUTES

- Professional and positive approach
- Self motivated & Self sufficient
- Strong in building relationships and able to communicate at all levels
- Team player, and able to work on own initiative
- Assertive, adaptable, dynamic and creative

ESSENTIAL QUALIFICATIONS: Physical Sciences HND/ Degree or equivalent

Travel: This post will require extensive travel overseas for extended periods of time as required by P2i

OTHER DUTIES: Specialist projects as agreed with the line Manager to support the business requirements of the organisation. In addition, the Operations Support Engineer will be prepared to carry out any other reasonable duties requested

Contact Kelvin.smith@p2ilabs.com for more information

