Field Support Engineer

We are looking to employ a Field Support Engineer to assist our customers to install and configure Blighter radar equipment and software so that they are left with a fully working and tested system and staff trained in its use. The job is likely to involve travel to a rich variety of countries and interaction with a wide variety of customers in the military and commercial security environment. This is a technical role in which you will gain a deep understanding of the capabilities of the Blighter radar system and its components so that you will become an expert in the installation and operation of Blighter radars and associated surveillance technology.

Blighter Surveillance Systems (BSS) designs and sells radar systems that are used for detecting people, drones and vehicles along country borders and site perimeters. The radars use advanced electronic scanning and other patented technology to achieve industry leading performance and reliability. We are located 10 miles south of Cambridge in the semi-rural village of Great Chesterford, with ample parking, a direct train link to Cambridge and easy access to the M11. For more information see www.blighter.com . BSS is in an exciting period of growth; we currently have 20 staff and are looking to expand our team in support of the growing demand for our products. Our customers tend to be security suppliers who generally integrate and install our equipment and software often with other equipment and processes (such as cameras and access control technology) to provide a complete security solution.

The role of the Field Support Engineer will be to provide support to customers to ensure effective installation and operation of our surveillance systems. This will entail working as part of a small team and with customers throughout the sales process with a wide variety of functions including, but not limited to:

1. Support to the development team when necessary by providing equipment and scenarios to trial and test new features.
2. Support to the sales and marketing team in providing high quality demonstrations of the equipment to customers at home and abroad.
3. Support in a customer's design process by providing up-to-date technical information on the radar and associated equipment and the provision of analytical support using radio propagation software. Where necessary this may include site visits for planning purposes.
4. Support to customers during installation, commissioning and testing of equipment. This can include troubleshooting with the customer, it can include site visits and it can include remote internet access.
5. Providing training at any stage of the process, but most frequently to the end-user; the operators.

6. Provide vital feedback to the development team and marketing team about our products and services. This will include updating equipment and operating manuals and handbooks.
7. Selling radars. Everything you do contributes to effective operation of the system, excellent customer satisfaction and possible further sales.

We will expect you to operate out of our premises at Great Chesterford because you need to operate as part of our close-knit team. You can expect to be travelling for periods ranging from a couple of days to 2 weeks or occasionally longer.

We will expect you to demonstrate that you have:
1. Experience of complex system integration and debugging.
2. Strong people skills and evidence of working directly with customers.
3. Good technical, analytic and troubleshooting skills.
4. An ability to document your work accurately and clearly.
5. Good spoken and written English language skills and an appreciation that much of your customer interaction will be with people working in their second language and with cultural differences.
6. A clean UK driving licence and be free and willing to travel internationally

The following attributes will be seen as a benefit:
1. Experience of key technologies; radar, thermal imaging cameras, wireless communication systems.
2. Experience providing technical training or willingness to undertake an appropriate course (eg PTTLS).
3. Experience of developing small scale software solutions using a programming language.
4. Use of standard PC based office software.
5. Ability to conduct safety case analysis to ensure safe working.

Please send your CV to recruit@blighter.com