



Position: Offshore Support Engineer (OSE).

Reporting to: Offshore Support Manager (OSM). **Responsible for** N/A

Purpose / Role: The purpose of the role, as part of SMD Offshore Support limited (OS), is to provide hands on technical support and operations advice for the full SMD product range both in the factory and at various customer locations worldwide as and when required.

Key Aims and Objectives:

Develop good working relationships with customers and proactively promote the equipment and services offered by SMD.

Prime Role and Duties: Duties include but are not limited to supporting product life cycle activities such as:

Product Pre-Shipment Phase:

- Production
- Commissioning
- Factory Acceptance Testing.

Product Post Shipment Phase:

- Installation
- Commissioning
- Mobilisation
- Sea Trials
- Final Acceptance Testing
- Operations Support (Advice).

SOS personnel are supplied to Customers on a day-rate basis as equipment technical specialists whose main objectives are to keep the equipment fully functional, repair it if it breaks plus to provide some operational support and advice to customers operations personnel.

SOS personnel are not supplied to take ultimate responsibility for operations. This must be the sole responsibility of the customer operations Superintendent.

Staff members are also expected to attend medicals, maintain required certifications and qualifications, attend SMD for training (as a trainee) and competency development (Personal Development Review process), general meetings, and pre- and post-deployment meetings.

Allied Occasional Duties

OS Engineers may be asked to lead SOS teams whilst on assignment.

In addition to the above, from time to time, it will be a necessary to support SMD's product training department by developing and delivering training (i.e. as a trainer).

Key Internal Interfaces

N/A

Core Competences

Ideal candidates will possess the following:

- Commitment to always working safely whilst providing quality customer service.
- Capability to achieve and maintain all relevant offshore safety, survival and medical certification.
- A formal technical qualification in Electrical, Mechanical, Hydraulic or Multidisciplinary Engineering.
- Experience of working with SMD or similar equipment either offshore or in the factory environment.
- Strong problem solving skills with the ability to think analytically.
- Good team player with a flexible attitude to the needs of the operations schedule.
- Excellent communication skills (both written and verbal) with strong customer facing skills.
- Willingness to travel globally with, at times, very short notice and significant periods spent away from home.
- Understanding of the importance of submitting timely and accurate OS paperwork at all times.
- Ability to lead SMD OS teams during system mobilisation and operations.