

Job Description

Position: Offshore Support Technician (OST).

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.

There are two distinct technician roles within OS as follows.

OS Technician 1 - This is the basic entry level to the OS team which requires:

- Offshore Safety, Survival and Medical Certification.
- NVQ 3 Technical Certification (Mechanical/Hydraulic or Electrical/Electronic Engineering).
- Matching the criteria for the role as set out in the initial interview.

OS Technician 2 - This level requires:

- Minimum of 12 months satisfactory performance in Technician 1 role during which at least 6 OS deployments successfully completed with no customer complaints received.
- Matching all of the technical and other criteria for the role as set out and agreed with your line manager during the previous PDR interview.

Key Aims and Objectives:

Prime Role and Duties: Duties include but are not limited to supporting full 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 limited 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.

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

Allied Occasional Duties

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.

Key Internal Interfaces

N/A

Core Competences

Ideal candidates for this role must 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 either 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.

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- Understanding of the importance of submitting timely and accurate OS paperwork at all times.

