

In Service Support Manager

Location: Wallsend

Soil Machine Dynamics Ltd (SMD) is one of the world's leading manufacturers of remote intervention equipment, operating in hazardous environments worldwide and the subsea group of CRRC Times Electric.

With a strong and unique heritage and a proven track record in subsea engineering, we have grown to be the number one independent designer and manufacturer in our field. We aim to provide the best technically and financially viable engineering solutions and an outstanding global service to ensure our customers to meet their goals.

What will you do as a In Service Support Manager with us?

Reporting to the Equipment Support Manager, you will be responsible for the day-to-day delivery of the In-Service Support Framework for SMD's systems.

You will be responsible for the management of all In-Service customer requests utilising the existing SMD Case Management system from initial receipt until close out.

In your role you will be responsible for the delivery of the scope of TLSA's (Through Life Support Agreements) or other In-Service support frameworks for the client.

You will manage the client relationship during the In-Service phase, working closely with the Key Account Managers.

Provide assistance and recommendations to the Equipment Support Manager in initiatives to maximise the client's In-Service support experience.

Manage equipment repair contracts placed with SMD and assist Project Managers in close out of Warranty issues and Goodwill projects.

Provide cover (as part of the team) to the out of hours' emergency helpline and assist the client in ensuring their operations can continue to be conducted in the safest possible fashion.

At required times, you will be responsible for delivery of certain In-Service (X-Contract) projects including the budget, schedule, quality and requirement compliance and customer relationship management.

What will you bring to us?

You will be degree level educated or a Chartered Engineer in either mechanical/hydraulic/electrical discipline or equivalent.

Good knowledge of all aspects of supportability and importance in the successful operation of an equipment.

You will have the ability to plan and manage multi-disciplined teams with a strong customer focus and commercial business awareness.

You will need to be a team player with excellent communications skills both verbal and written and self-motivation with the ability to take full ownerships of tasks.

Good knowledge of Enterprise Resource Planning (ERP) systems stock control and purchasing systems.

An understanding and knowledge of SMD equipment with operational work experience would be beneficial

What you'll get in return:

As a world leading manufacturer of remotely operated specialist submersible vehicles and marine surface equipment we can promise you a career at the cutting edge of some of the biggest and most innovative markets in the global economy.

You will receive:

- Competitive salary
- 25 days holiday
- Employee Discounts Gateway
- Salary sacrifice schemes including the option to purchase additional annual leave and Bike to Work Scheme
- Company and employee contribution pension scheme
- Private Medical Care
- Income protection and Life Assurance

If you would like to apply, please follow the below link to our website recruitment page. Closing date will be 30th November 2021