

## Job Description

**Position:** Field Service Engineer (FSE).

**Reporting to:** Head of Support (Services) (HOS).    **Responsible for** N/A

**Purpose / Role:** The purpose of the role, as part of SMD Field Services limited (SFS), 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 engineer roles within FS as follows.

***FS Engineer 1*** - This level requires:

- Minimum of 12 months satisfactory performance in Technician 2 role during which at least 6 FS deployments successfully completed with no customer complaints.
- 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.

***FS Engineer 2*** - This level requires:

- Minimum of 12 months satisfactory performance in Engineer 1 role during which at least 6 FS deployments successfully completed with no customer complaints.
- 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.

In addition to the minimum requirements, progress through the above levels is at management discretion based on continuous performance review.

**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).

SFS 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.

SFS 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**

FS Engineers may be asked to lead SFS 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**

Commissioning, Production, Engineering.

#### **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.

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- 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 FS daily and Fault reports at all times.
  - Ability to lead SMD FS teams during system mobilisation and operations.

If you are hoping to join a great team and interested in the above role, please use our CV submission link [on our website](#).