

Job Title: Product Support Engineer

Company Overview

Telcon is a world leader in the field of soft magnetic cores and components - including open and closed loop Hall effect current transducers, transformer assemblies, DC voltage transducers and signal Isolators. Dedicated to customer support, the company offers technical expertise and is committed to future growth and new product development.

Job Description

As part of our continued development strategy, an opportunity has arisen to expand our team with the addition of a product support engineer. This role is key to our expansion and is focused around providing engineering and technical support to production, procurement, and sales functions within the business.

Key Duties

- Product development of new components in line with market requirements.
- Working with regulatory authorities for product approval.
- Creation of technical files.
- Process development of current manufacturing methods.
- Developing and writing SOPs (Standard Operating Procedures).
- Value engineering of existing products, including, evaluation of products from alternative suppliers and, consequently, recommendation for change.
- Providing technical support to the sales function by working on application queries with customers.
- Identify potential new product opportunities through customer engagement.
- Customer engagement through video conferencing and or direct site visits.
- Work with suppliers to identify key manufacturing and process equipment aligned to product development and new technologies.

Key Skills & Experience

- Batchelors Degree of 2:1 or above in Electronics or Electrical and Electronic Engineering.
- Working knowledge of analogue circuits with the ability to improve or extend our existing designs.
- Working knowledge of using test software, preferably LabVIEW.
- Must have the ability to write test specifications.
- Must have the ability to design and assemble test systems to validate product compliance and changes.
- Must have good communication skills and be able to present information competently and professionally to both internal and external stakeholders.
- Must have a good working knowledge of MS office products.

Please apply directly to garry.myatt@telcon.co.uk with your CV and covering letter explaining why you are suited to this role.