

CHRYsalis RAIL SERVICES LIMITED



VACANCY NOTICE

Technical Support Engineer

Job Title	Technical Support Engineer
Location	Flexible with base of either Long Marston (Warks) or Swansea
Contract Status	Employee or your own Limited Company Contractor
Rate	Competitive
Hours	Mon-Fri with occasional weekend working

About Us

Chrysalis are specialists in the refurbishment of rolling stock, offering innovative and bespoke solutions for our clients throughout the rail industry.

To meet our ongoing expansion and growth, we are now seeking to recruit an experienced Technical Support Engineer to join our team. In this role, you will provide specialist professional and technical support on project engineering issues to the project teams, to ensure safe and effective project delivery to time, budget, and quality.

Technical Support Engineer Job Description

Purpose of the Job

To provide specialist professional and technical support on project engineering issues to the project teams to ensure effective and efficient delivery to time, budget, and quality.

Principal Accountabilities

As part of a project team provide engineering support to projects throughout the project lifecycle, from scoping, feasibility, design, construction, and handover.

Ensure compliance with applicable business and rail standards, specifications, and procedures.

Undertake detailed review of project quality plans and develop documentation for presentation to the Senior Management Team.

Advise on method statements, interpretation of engineering standards and suggest improvements to the project delivery team(s), in particular where safety, reliability and risk issues are identified.

Critically review and report on documents and activities such as work specifications, working instructions, operational safety plans, project engineering designs and commissioning plans and propose improvement where this is appropriate.

Ensuring that technical standards are being achieved through critical examination of both design submissions and build progress throughout the project lifecycle.

Ensure contractors compliance with applicable standards, specifications and procedures.

JOB DESCRIPTION & PERSON SPECIFICATION

Technical Support Engineer

Contribute to successful system integration through involvement of relevant disciplines and parties.

Contributes to the development of plans and determines the progress made, benefit obtained and proposes changes to scope and/or priority as may be required.

Required to use initiative and good judgement when responding to emerging situations deciding and agreeing appropriate actions with project management.

Required to provide the company view regarding safety, reliability and quality and is required to intervene if safety or other significant issues are believed to be compromised

Decides when it is necessary to contact more senior managers/engineers regarding the discovery of urgent or serious issues.

Cooperate in all matters relating to health and safety, including following safe working procedures at all times.

Promote equality in the workplace and adopt appropriate behaviour when interacting with colleagues.

Main Challenges of the Job

- To work successfully between multiple site locations in order to support the delivery of project scopes that meet the business requirements.
- To interface effectively with internal and customer governance processes and procedures, ensuring that an appropriate approach is used for each situation.
- To provide clear and robust management direction, being prepared to challenge individuals/teams in a constructive manner and pursue sources of information in order to progress works to schedule.
- To communicate and report progress in a concise, timely and accurate manner, keeping senior management well informed.
- To maintain a high level of flexibility when dealing with changing requirements.
- To identify issues and offer solutions that may be practically implemented for the business and/or customer requirements.

About You

- Relevant engineering-based qualifications e.g. Level 3 or NVQ in Mechanical or Electrical engineering, City & Guilds Electrical 17th / 18th edition
- A background in Mechanical / Electrical engineering in the rail industry with experience of providing professional and technical advice, guidance and support on project issues
- Experience of carrying out technical document review and analysis
- Willing to travel when required, e.g. client or site visits

Person Specification

- Experience of providing professional and technical advice, guidance and support on project engineering issues
- Experience of project engineering and or management in the rail industry
- Experience of carrying out technical document review and analysis.
- Preferred experience in main line railways.

- Experience of building relationships with, and influencing, a range of people at all levels within and outside the organisation
- Experience of working in an engineering/maintenance delivery environment is desirable.
- Ability to analyse complex data, draw conclusions, produce reports and make recommendations to senior management.
- Ability to communicate effectively, both orally and in writing, with people at all levels across the organisation and externally.
- Ability to build effective working relationships, with people at all levels across the organisation and externally.
- Ability to plan, implement and manage project delivery to time, budget and quality targets.
- Ability to manage multidisciplinary teams to deliver effective performance.
- Ability to use office-based computer packages, e.g., MS Office (Outlook, Word, Excel, Project).

To Apply

Send your CV outlining your experience to jobs@chrysalisrail.com.