

JOIN OUR TEAM!

SUPPORT ENGINEER

The role

As a Support Engineer you will be responsible for providing technical assistance and support to customers operating SEA-KIT's uncrewed surface vessels (USVs). You will primarily handle customer inquiries and issues via email, ensuring prompt and effective resolution to maintain customer satisfaction.

You will also carry out technical repair and upgrade work on SEA-KIT's USVs, both remotely and at the site of operations

This role requires a strong, multi-discipline understanding of marine technology, exceptional problem-solving abilities and excellent communication skills.

SEA-KIT's head office and manufacturing yard is based in Tollesbury, Essex, with our clients operating SEA-KIT USVs globally.

Responsibilities

- Promptly responding to raised support tickets
- Responding and contributing towards customer support online portal
- Carrying out technical repair and upgrade work on SEA-KIT's USVs, both remotely and at the site of operations
- Recording of technical support interventions
- Assisting clients with the vessels' planned maintenance schedules
- Advising and training clients on proper use of vessel systems
- Assisting clients with the integration of new equipment
- Updates and progress reporting to line manager
- Assisting with new vessel acceptance testing programmes

Who we're looking for

You have extensive experience in electronics, and strong IT/computer networking skills. An understanding of MQTT messaging protocols (or similar) is desirable.

You have strong mechanical skills and enjoy getting hands-on with technical and maintenance tasks, which is an essential aspect of the role. You apply a rigorous and analytical approach to fault-finding.

You have good interpersonal skills and experience in communicating with clients. You have a genuine interest in IT, uncrewed maritime systems and future technologies, and enjoy working with others to achieve the same goal.

You may be on call outside office hours, at weekends or in the evenings. You need to be flexible in case of major technical problems occurring, and able and willing to travel as required.

What we offer

SEA-KIT's vision is to be a world-class provider of high technology solutions to the maritime and research industries and to open new fields and classes of technology to solve the problems of the future, today.

SEA-KIT provides a positive and dynamic work environment. You will gain immersive experience, where you will be at the forefront of cutting-edge technology, with opportunities to stretch and develop yourself whilst contributing to the emerging market of carbon-reducing uncrewed surface vessels.

How to apply

For more information, visit our Careers page at: www.sea-kit.com/careers

To apply, please send a full CV and a covering letter to: careers@sea-kit.com.