

Technical Support Engineer

About ESI

ESI is a world leading software editor for the numerical simulation of prototype and manufacturing process engineering in applied mechanics. ESI has developed an extensive suite of coherent, industry-oriented applications to realistically simulate a product's behaviour during testing and real life use; to refine manufacturing processes for desired product performance, and to evaluate the effect of the environment in which the product is deployed.

ESI's products represent a unique collaborative and open environment for End-to-End Virtual Prototyping, thus eliminating the need for physical prototypes during product development. This solution allows a productivity gain, innovation acceleration and significantly reduced costs. The company employs over 800 high-level specialists worldwide covering more than 30 countries. ESI has an annual turnover in the order of 75 - 80 million Euro, based on the last three years financial reports, which is split between licences and engineering services approximately as 70% to 30%.

For more information see www.esi-group.com

Summary of the vacancy

ESI UK is looking to employ an enthusiastic engineer to enhance its Technical Support Team offerings in general and for the Composites-Industry in the UK in particular. The job will be full time (with three months probation period) to be based at ESI offices in Cannock.

Main responsibilities

- Provide technical support and trainings to local UK, and possibly European, customers
- Contribute to the preparation of proposals and delivery of engineering services projects
- Contribute to the pre-sales technical activities by coordinating with the Sales Team
- Build Technical-Illustrators to demonstrate ESI technology for prospective customers
- Provide technical feedback directly, or from customers, to the development teams in ESI
- Attend regular technical forums and training programmes organised by ESI
- Perform benchmarks using ESI Software to assist customers identifying ROI
- Participate in special events organised by ESI or other parties to promote ESI technology

Qualifications and experience

BSc, BEng, MEng, MSc or any equivalent degree in a major engineering discipline (Materials, Mechanical or Civil) . Courses related to Composites Materials/ Manufacturing in general will be considered as a major advantage. Though working experience will be considered as an advantage new graduates are very much encouraged to apply.

The following points will be considered as major advantage

- Practical or theoretical experience in Composites-Technology
- Experience with any of ESI Software, particularly Composites Solution (PAM-RTM or PAM-FORM)
- Knowledge in Computational Modelling with experience in a commercial FEA/CFD package
- 3+ years of work experience in a manufacturing, or an engineering design, company

Essential skills and additional requirements

Candidate should be able to demonstrate:

- Excellent level of spoken and written English
- Good communication and presentation skills regarding technical and business matters
- Ability to work on his/her own initiatives with minimum supervision
- Confidence with IT in general and good knowledge in Microsoft Office applications
- Ability to drive in the UK and travel in Europe or internationally
- Flexibility in responding to urgent additional requests on top of the daily responsibilities
- Keen to work on improving his/her technical knowledge and skills
- Provide two references, one at least should be from a recent employer/supervisor

Salary and benefits

Competitive salary, based on qualification and experience, with an attractive package of pension and other benefits. 25 days as paid annual leave

Important dates

Closing date: **16th/ Sept/ 2011**; Interview date: **3rd/ Oct/ 2011**; Starting date: **ASAP**

CV Submission and informal queries

Email your CV/ References to Joanna.Pokorska@esi-group.com. For informal queries, send an email to Rajab.Said@esi-group.com - please include your telephone number for reply