|  |  |  |  |
| --- | --- | --- | --- |
| **Position:** | Graduate Technical Support Engineer | **Date:** | 15/05/2013 |
| **Business Unit:** | Composite Materials | **Department** | Technical Support |
| **Manager:** | Technical Support Manager | **Location:** | Newport |
|  |  |  |  |

**Purpose of the role**:

The overall purpose of the role is to train graduates to become Technical Support Engineers. The first 3 months of the training are spent with different departments of Gurit, focusing on Technology and Production. At the end of this period graduates will have a good basic knowledge of all aspects of materials development, production, characterization and method of use at the customer. Graduates will then work in the Prototyping workshop for four weeks gaining hands-on experience in using composite materials. The remainder of the year will involve a number of business necessary projects to build on the skills already learnt. By the end of the training period successful Graduates will be capable of being responsible for customer related projects in their own right.

Assessments of technical knowledge and performance in the role will be made throughout and at the end of the training year.

**Scope & Relationships**:

* Based in Newport during Graduate-ship and reporting to the Technical Support Manager
* As determined by training requirements weekly guidance will be provided by other managers.
* Work with colleagues in all business areas to gain understanding of Gurit business, products and technologies.
* Travel to other Gurit sites or customer/supplier sites when required.
* Provide support to Technical Support Engineers as directed

**Main Responsibilities**:

* Develop a thorough knowledge of the Gurit business, its market areas and technologies.
* At the end of the year be able to demonstrate sufficient knowledge of Gurit products and technologies combined with a professional attitude and commercial awareness to be considered for further employment
* Completion of individual training modules within initial 3 month basic training period. This will involve small projects, laboratory work report and presentations.
* Completion of practical training periods within materials production and prototyping sections of Gurit
* Complete individual projects of a technical nature as defined by the Technical Support Manager. Present findings of each project in a report and presentation.

**Experience**:

* Experience of composite materials is desirable by not essential
* Previous experience of industry is essential, e.g. University placements or summer employment

**Qualifications:**

* Degree level qualification in engineering or other physical science

**Personal Profile**:

* Ability to work directly with customers, often in challenging situations.
* Competence in team and people management
* Ability to work in a team environment
* Ability to give professional presentations, adapting style and content to be appropriate for differing audiences.
* Ability to use MS Office including Excel, PowerPoint and Access
* Ability to analyse, review and report information in a concise and easily understandable format.
* Willingness to learn and be flexible in their approach.
* Excellent communication skills (written and verbal) at all organisational levels.
* Demonstrates use of initiative and a proactive approach.
* Good organisational skills, able to manage own workload within given deadlines.
* High levels of attention to detail and accuracy.