

Position Description

Position: Product Support Engineer
Department: HW Engineering
Reports to: Power Conversion and Energy Storage Lead
Direct Reports: None

Position purpose:

As a Product Support Engineer, you will utilise your technical qualifications, your understanding of technical theory and your appreciation of the practical application to provide front line support for Enatel's existing and new products. You will be enthusiastic, quick to learn, curious and, critically, possess a strong sense of ownership in your work.

Key responsibilities:

- Product assessment, Technical investigation, Verification and Ongoing Support
 - This role is for the technical support for production products.
 - In the event of a product hold you will own and drive the resolution.
 - Create any subsequent documentation/reports as required.
 - Ensure a timely resolution of any Product Holds.
 - Supporting the R&D (Research and Development) team, review and improve designs using data from multiple sources (e.g., RMA, production and test yield etc.), ensuring all designs are up to date and aligned with the latest technologies.
 - Improve product design when applicable.
 - Escalate issues and risks in a timely manner.
 - Work to plan and commit to schedule.
 - Validation of alternative components.
 - Work with production on DFM improvements.
 - Assist production with process improvement if required.
 - Ownership/control/drive any new BOM updates or PCB up rev's.
 - Monitor Compliances – electrical safety and EMC.
- The Product Support Engineer is a member of the R&D Team. As a member of this team, you are expected to take an interest in projects being worked on by other members of the team.
- Working with Internal Customers
 - Fully understand the internal customer relationships and requirements.
 - Understands stakeholder needs and expectations and monitors for changes in stakeholder requirements.
 - Manage stakeholder expectations at all levels of the business.

Other duties:

- Upholds the company values.
- Perform any other tasks as required by your Team Leader and/or the business.
- Contributes to the achievements of department goals and objectives.

Health & Safety:

- Ensuring all Health & Safety policies and rules are followed, with all tasks completed in a safety conscious manner.
- Maintaining a safe and clean working environment by complying with Enatel Policy and Procedures.
- Leads by example in all matters relating to Health & Safety.

Environmental:

Enatel is committed to minimising the environmental impact of our operations and products.

- Ensuring Environmental policies and processes are followed.

Key Relationships:

| Internal | External |
|---|---|
| • Manufacturing | • Third party manufacturers & other suppliers |
| • Engineering (wider team) | |
| • Engineering teams including Engineering Services, CAD Services, Systems Solutions and Power Management. | |
| • Project Management | |
| • Product Management | |
| • Operations team including manufacturing, sourcing, logistics | |
| • Other Enatel departments as required | |

Person Specification:

| | Essential | Desirable |
|---------------------|--|-----------|
| Competencies | <ul style="list-style-type: none"> • Functional/Technical Skills - has the functional and technical knowledge and skills to do the job at a high level of accomplishment. • Action orientated - enjoys working hard and is full of energy for the things he/she sees as challenging. • Process Management – good at figuring out the processes necessary to get things done. Can simplify complex processes. • Learning Agility - the ability to learn quickly in a new environment. • Problem Solving – looks for opportunities to resolve issues and solve problems. Learns quickly when facing new problems. • Integrity and Trust – is seen as a direct, truthful individual; is widely trusted. • Ethics & Values - Has an appropriate and effective set of core values and beliefs, and acts in line with those values at all times. | |

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| <p>Skills, Experience & Knowledge</p> | <ul style="list-style-type: none"> • Safety-First approach. • At least two years' experience designing electronic hardware with a strong focus on Power Electronics (preferred). • At least two years' experience as Electronic Production technician (essential), or comparable experience. • Experience using a broad range of R&D Test Equipment. • Familiarity with hardware/software development life cycles and working in a team environment on new product development projects. • Experience using Microsoft Office tools. • Ability to work independently and within a team environment. • Strong problem-solving skills. | |
| <p>Qualification / Licenses</p> | <ul style="list-style-type: none"> • Degree in electrical / electronic engineering, or equivalent vocational training. | <p>Membership of a relevant industry body (e.g., IEEE)</p> |