Role Profile: Production Support Technician

Vacancy Description

Amiosec is an exciting and growing UK technology company with innovation, agility and state of the art technology at its core. We work in partnerships with UK government customers and commercial providers to deliver research, technology and products in the communications security sector.

We have a vacancy within the Operations team and are looking for a highly competent Production Support Technician to join the team and support the continued growth of the business.

The successful candidate will assist within Operations and activities will include, but not limited to: booking in/out products to/from Operations and Production, production assembly, repair, test and fault finding of our products and Commercial off the Shelf (COTS) products.

The candidate must have experience in a production, operations or engineering environment and have rigorous attention to detail and be familiar with use of PC applications for written reporting. Ideally, the successful candidate will assist in the development of new test procedures and improved ways of working while ensuring best security practices are adhered to throughout the production process.

Due to the nature of our work, all candidates will be required to obtain and maintain an appropriate UK security clearance.

Typical Activities

Subject Area	Activities
Production Build, Test and Repairs	- Assemble, test and repair electronic products. - Maintain detailed test records. - Despatch and receipt of products. - Provide continuous feedback and updates to the Operations, Production and Engineering Teams. - Implement and maintain security enforcing functions in accordance with guidance issued by the IT security team.
Reporting and Administration	- Production build progress reporting. - Repairs progress and root-cause analysis reporting. - Receipt, tracking and despatch of production items and repairs, COTS products, following internal processes, with regular update within both engineering and customer support/delivery tools.
Team Activities	Involvement in daily stand-ups providing latest updates to Engineering and Operations teams.

The sections below outline typical responsibilities and competencies that we are looking for. These are wide-ranging and represent the full cross section of capabilities that we seek. Prospective candidates should be able to demonstrate ability in a number of the technical competencies (depending on grade/experience) and as a minimum, satisfy the core competencies as listed. We are **not** looking for full coverage across all of them in any one candidate.

Technical Competencies

Subject Area	Competency
Experience and Skills	Essential: • Experience in a production environment, working with mechanical and electronic assemblies – minimum 2 years. • Experience using computers with either Windows, Linux or Mac based applications. Desirable: • PCB assembly/rework including SMT components to IPC-610/J-STD-001 standard. • Fault-finding of electronic assemblies to component level. • Cabinet wiring. • Experience of using customer service desk and ticketing software. • Experience of direct communications with customers. • Continuous Improvement methodologies.

Core Competencies

Subject Area	Competency
Approach	• Excellent attention to detail. • Enthusiasm for production build and assembly with a desire to make recommendations where it would improve our production processes.
Working Style	• Ability to work individually or as a member of a multi-discipline team. • Self-motivated. • Willingness to be flexible and embrace new technologies/techniques. • Good time management skills and ownership of own deliverables.
Customer Focus	• Good communication skills.