

## JOB DESCRIPTION

Job title: Technical Engineer - Network Solutions  
Reports to: General Manager Network Solutions  
Location: Based in Norwich, international travel may be required

### The role

With vessels at sea exchanging critical information between headquarters, ports, suppliers and customers, the need for fast, reliable robust satellite communications is paramount. But not just on-board ship, the role will be to support engineered communications solutions for a range of challenging situations. The purpose of this role is to support the organisation and its customers by practical working with, and on, a variety of [mainly] marine satellite communication systems. As a Technical Engineer, you are an integral part of our Engineering Team, including in situ on vessels or land. In providing *servicing, and commissioning* activities for a large portfolio of communications systems including GMDSS, VSAT, and on-board satellite and radio communications.

### Key elements

To fulfil the role, the role holder will:

- Have high levels of self-motivation and a strong drive to learn.
- Good communication skills both oral and written.
- Ability to work on own initiative and as part of a bespoke team. Bringing your experience and expertise to its full use.
- A focus on personal achievement and development - which will be regularly reviewed. People who wish to move to a SME or Technical sales role will have our full support.
- Willingness to adapt to varying demands of the role.

### Job content

The key responsibilities of the role will include, but will not be limited to:

- Supporting the technical lead with innovative solutions using a range of options already available
- Work with sales teams, customers and suppliers to develop and deliver bespoke solutions that will stand up in difficult operating conditions.
- Testing and preparation of equipment prior to installation and post installation
- On completion, undertake compliance testing and provide a full technical handover to the customer.
- Independently carry out site surveys, installation, commissioning, fault-finding, repairs and inspections in situ, when needed.
- Attend and support customer sales visits with other staff.
- Attend and support product and acceptance trials.
- Provide timely, detailed service reports.
- At all times represent the company's interests in a professional manner

### Essential experience

- A background as an experienced [Service] communications Engineer; ideally with an electronics/marine bias
- Held a position of responsibility and accountability for project installation or implementation.



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- Worked with technical teams from concept to completion.
- Supported sales teams with configuration and costing.
- Worked with remote connectivity issues.
- Worked independently.

### Desirable experience

- Sound knowledge of the offshore or industry/environment is desired.
- An understanding of IP networking is an advantage.
- A background in Network Engineering an advantage.
- Worked remotely and internationally an advantage.

### Knowledge, qualifications, education

- Completed an apprenticeship in Marine and/or Electronics/Communications Engineering (or equivalent)
- Previous experience in Marine and/or Electronics/Communication Engineering
- Able to read technical drawings / wiring diagrams and configurations of IP Systems
- Clear full driving licence
- Full passport no travel restrictions

### Demonstrable skills, attitude, and behaviours:

- Excellent communication skills, both oral and written for colleagues and customers
- Proactive problem solver with the ability to display a systematic approach to, evaluation and resolution

### Personal qualities/inherent nature:

- Tenacious in achieving goals.
- Must be of a standard of health that will pass an offshore medical assessment
- Proactive
- Practical
- Self-sufficient
- Curious/keen to learn
- Excellent listener
- A team player who enjoys working collaboratively
- Can-do and action-oriented attitude who has a positive outlook to work
- Resilient/ not easily discouraged

### AST values

#### Expected behaviours:

- Always Acting with Integrity.
- Transparent – clear, dependable, and consistent.
- Fair – fair minded and kind
- Accountable – taking responsibility for your actions.
- Bringing our World Closer.
  - Collaborative – working with multi-disciplinary teams.
  - Inclusive – always thinking about your impact on others.
  - Appreciative – giving others the recognition.
- Solving Problems is in our DNA.
  - Ambitious – driven to succeed.
  - Curious – always learning.
  - Creative – finding a solution for our customers.
- Focusing on delivering Impact.



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Adaptable - thoughtful and responsive. The impact of your actions on the wider community.  
Tenacious - positive and optimistic.  
Efficient - being better at the job than the day before.

Due to the nature of the role regular travel to other AST offices, UK client facilities and overseas will be required. It is anticipated that travel and site work (usually in harbour on vessels) will be 20% of the working time, 80% working from base. A full Passport is mandatory, UK work clearance and clear driving licence will be required.

The Group of Companies encourages staff to attain their career development goals and is proud of the progression our staff have achieved. Diversity and inclusion are promoted in everything we do.



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