



Position:

FIELD SERVICE ENGINEER -CHINA

Main job interfaces:

TRU

- Regional Support Director
- Product Support Manager
- Customer Support Account Manager

Customer

- Customer Simulator Managers
- Customer maintenance manager
- Customer Training Management

Key Job Responsibilities :

Provide the Customers maintenance team with advice and direction in all areas of the maintenance and support of the simulator(s) to ensure maximum training time is achieved including advice on:

- Troubleshooting of problems
- Scheduled simulator maintenance
- Diagnosis and repair of simulator hardware faults
- Visual system rectification and set up
- Recertification activities
- Software backup operations
- Navigational Database updates
- QTG management/re-evaluations
- Spares management

Act as a liaison link between ETOPS (TRU) and the customer with respect to Tru Connect & DRDB Tickets,

Provide On the Job Training on the assigned device to potentially inexperienced customer personnel,

Monitor Reliability and Maintainability Demonstrations and provide monthly reports where this is part of the contract,

Supervise and progressively clear DRs post RFT by actively interfacing with the appropriate support centre and Programme Manager,

Interface with design departments with respect to any investigation required for possible product improvements and solutions to outstanding DRs,

Implementing software changes, as provided, then testing the new software loads that have been produced,

Liaise with the Customer Support Manager and Sales and Marketing for feedback of meaningful market information,

Ensure that all QTGs can be successfully run from the IOS and that results match those of the delivered master QTG.

Review all spares delivered to site to ensure that the parts are compatible with the device.

Qualifications and Experience

Essential

- Exemplary communications skills
- knowledge of the technologies found in a modern Full Flight Simulator.
- Demonstrable IT skills in a real time or industrial context
- Bachelor degree or equivalent in a technical subject pertinent to a Full Flight Simulator.
- Demonstrable track record of fault finding and correction of customer issues on in-service FSTDs.

Desirable

- Previous experience in the maintenance and operation of TRU or competitor flight training devices.

General

The role will be based in China working from the Textron facilities in Beijing. Travel will be required to Customer facilities on a regular basis and to other TRU facilities including Montreal and Kuala Lumpur.

Training on TRU products will be provided.

The ability to speak, read and write in English and Mandarin fluently is essential.