

Position Title: Aviation Field Service Engineer
Department: Aviation Product Support
Reports to: Operations Manager
Location: Southampton + Travel

Position summary

As part of a team, you will provide support for Garmin's aviation product ranges to customers by phone, email and on site visits. You will be a primary point of contact for designated OEM's and Fleet operators, and be prepared to travel regularly and at short notice. You will investigate problems and deliver high quality customer service. You will be highly knowledgeable in the specifications, capabilities, and operation of Garmin avionics products, and provide technical support on Garmin products to customers, dealers and OEM's.

You will be experienced in providing high levels of customer service/support and will have a confident and polite manner. You will be computer literate and have excellent verbal and written communication skills. Awareness of GPS technology and a background in aviation is essential. An essential facet of the role is to facilitate and manage product and system training to satisfy dealer, OEM, internal and any other training requirements.

Essential functions

- Act as primary point of contact for designated OEM's and Fleet operators
- Own and manage product and system training program to satisfy dealer, OEM, internal and any other training requirements
- Become highly knowledgeable in the specifications, capabilities, and operation of Garmin products, with emphasis on Garmin Avionics products
- Answer customer and installer technical enquiries regarding Garmin products via telephone, letters, fax, and e-mail
- Travel to customers facilities to provide on-site support of avionics installations, system integration and troubleshooting as required
- Arrange for repair of customer equipment to be returned to Garmin's facility
- Arrange for exchange of out-of-box failures of Garmin equipment
- Act as liaison between customer and colleagues within Garmin
- Monitor, document, and report failure trends in Garmin equipment
- Identify and recommend improvements in Garmin products, documentation, and procedures
- Authorize warranty service when deemed appropriate
- Provide necessary feedback to Garmin relating to pertinent issues in the field

Other Responsibilities

- Assist with installation design queries.
- Work "on call" product support shift patterns.
- Represent Garmin at industry and professional meetings, conferences, and trade shows as required
- Perform other work-related duties as assigned

Education, Experience and Skills required

- 4+ years in an aircraft system integration, installation or troubleshooting role.

-
- Understand aircraft avionics integration.
 - Basic understanding of aviation regulations.
 - Excellent customer facing skills.
 - Training experience.
 - Ability to prioritize tasks in relation to company needs.
 - Competent Microsoft office user.
 - Ability to travel across the EMEA territory (Europe, Africa and the Middle East)
 - Must have a high level of interpersonal and communication skills to work across functional and organizational lines
 - Must have superior customer-oriented attitude, verbal and written skills
 - Must possess broad knowledge aircraft systems and avionics sub-systems
 - Proficiency with personal computers and software applications (especially MS Office)
 - Must be able to component-level troubleshoot and repair various avionics systems
 - Must be able to prioritize, think and act quickly, be decisive, handle many tasks simultaneously and work with minimal supervision
 - Must be team-oriented, possess a positive attitude and work well with others
 - Must be flexible and able to work in a fast paced environment
 - Must be detail-oriented
 - A full Drivers License and Passport are required for this role.

Desirable qualifications

- Background in Electronics.
- Previous Avionics experience in an Aircraft Maintenance Facility and/or an Aircraft Manufacturing environment
- Pilot's License
- A keen interest in General Aviation.