

## Job Description – Product Support Engineer

19 October 2023

### *The Company*

With over 25 years' experience, MSL brings a wealth of engineering experience providing hardware and software from leading manufacturers to create integrated systems, encompassing metrology solutions, 3D laser scanning for reverse engineering and inspection, laser guided assembly and specialised additive manufacturing design software.

Due to recent growth and further expansion plans, we are currently seeking an additional Product Support Engineer. The role will initially be based out of our brand-new Silverstone Office, in time the role has potential to become field based with associated perks.

#### **Service and Calibration:**

- UKAS Calibration of portable measuring arms and scanners.
- System configuration and pre-delivery testing of Creaform products.
- Customer product training, CMM software, Creaform VxInspect, VxModel.
- 1<sup>st</sup> level customer support (tickets).
- Measurement Service activities (contract scanning and measurement, CMM and Creaform).

The position will primarily work within our customer facing facilities, therefore, ideally the successful candidate would reside within a 30 minute drive of Silverstone.

Our normal working hours are 0900 to 17:00 Monday to Thursday, and 0900 to 15:30 on Fridays. The nature of the job may from time to time involve working outside these hours. Please note that we do not pay for overtime for additional hours worked, however we do remunerate monthly paying a bonus based on company invoicing.

#### **The Person:**

The ideal candidate would have a blend of experience using CMM's or portable measuring equipment, with a demonstrated experience of inspecting components using CAD models and geometry. Alternatively, our Creaform solutions are purchased for reverse engineering applications, therefore experience in scanning, and or modelling scan data would be desirable. Extensive training on both disciplines will be provided.

This role suits a time served or newly qualified engineering apprentice. We are small business consisting of 18 team members; therefore, integration and team contribution is a must.

Other benefits include:

- A company bonus scheme will come into force after the 3-month probation stage, once we are happy that you are in a position to contribute to the profitability of the company. A percentage of our monthly invoicing is allocated across the team to encourage a Team environment.
- **25 days paid holiday leave per calendar year** pro rata (of which 3 must be taken between Christmas and New Year) in addition to statutory UK Bank Holidays. All holidays must be booked and approved in advance with the Company.
- Once you have completed 3 months service with the company from your initial starting date, you will be entitled to join the **company pension scheme** (including a death in service benefit), which involves a fixed amount contribution from the company and a minimum employee contribution into a personal pension fund to be arranged by the Company's IFA.

#### **Measurement Solutions LTD**

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- Company IT and telephone supplied.

If interested contact Andrew Tagg on 01733 32 52 52 or [sales@measurement-solutions.co.uk](mailto:sales@measurement-solutions.co.uk)

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