



## Job Title: Engineering Support Technician

**Location: Jeanerette, LA**

### **Engineering Support Technician Job Description:**

An Engineering Support Technician needs to be able to work with a sense of urgency, be competent in using AutoCAD, Solidworks, Microsoft Office applications such as Teams, Outlook, Word, Excel, BOM Management Systems, and have exceptional verbal and written communication skills. A willingness to learn new skills and adapt to the needs of production are necessary. A well-rounded knowledgebase of the boat design and building process, including marine systems, electrical, structure, scheduling, purchasing and more are vital to this role. We are looking for someone that is self-driven, collaborative, flexible and has a vested interest in making a difference through action and results.

### **Roles and Responsibilities:**

- Intake issues from the production floor, provide immediate direction or coordinate with Engineering to develop a resolution, and track issues to root cause.
- Be the main POC between production and engineering for support during production.
- Assist in troubleshooting problems with production and engineering management teams.
- Maintain a database of all red-lines, as-builts, production support issues, and other misc engineering resource requests outside of initial design tasks.
- Build and maintain trusting relationships with production and engineering team members, discipline leads, management, and project/program managers. The objective is always to support.
- Assist production in redlining drawings.
- Ensure that each issue is documented thoroughly with sufficient detail to communicate all aspects of the problem.
- Track progress throughout the resolution process.
- Work with Project Engineers (PEs), Program Managers (PMs), and Production Support Coordinator to ensure priorities are aligned.
- Monitor Teams channels for posts that may require action from production support, including but not limited to BCFs submitted directly by PE/PMs, general “need assistance” requests, cut requests, etc and respond accordingly with a sense of urgency for issues deemed “production support” (aka, production cannot complete their job without a resolution)
- Work with engineering management to ensure that issues do not reoccur or become repetitive. Look at an issue not only thinking of a solution but how can we prevent this from happening again in the future.
- Remain unbiased and neutral when determining where issues originated. Be matter of fact rather than pointing the finger. One team, one dream.
- Respect company policies/processes/procedures and exercise them with integrity.
- Utilize your experience and knowledge to get to the best possible solution.
- Be able to recognize when an issue is beyond your knowledge/expertise and find the right resource to assist in troubleshooting, finding a solution, or tracking root cause.