



Job Title: Production Support Technician

Location: Jeanerette, La / Franklin, La

Department: Engineering

Reports To: Production Support Coordinator

Metal Shark is a leading boatbuilder specializing in the design and production of boats and ships for military, law enforcement, fire rescue, and a wide spectrum of commercial applications. At its facilities in Franklin and Jeanerette, Louisiana, Metal Shark manufactures aluminum vessels with current capabilities supporting production for vessels up to 250' in length.

Position Overview:

We are seeking a dedicated Production Support Technician to join our dynamic team. This role is pivotal in ensuring smooth and efficient production processes by addressing and resolving technical issues, coordinating necessary changes, and maintaining clear and consistent communication with the Project Engineer (PE) team.

Key Responsibilities:

- **Issue Intake and Documentation:** Serve as the first point of contact for production issues and concerns, ensuring they are logged, tracked, and prioritized appropriately. Adhere to the established production support workflow and follow the chain of command for escalations. For any technical questions regarding workflow or process, communicate directly with the Production Support Coordinator.
- **Development of Resolution Plans:** Collaborate with Project Engineers and functional leads to develop and implement resolution plans for production challenges.
- **Immediate Action and Coordination:** Take immediate action to address urgent production issues and coordinate with the PE and functional leads on necessary design changes to prevent future problems. Work with PEs to provide input to planning and scheduling of tasks.
- **Root Cause Analysis:** Track production issues to their root cause and collaborate with the production support coordinator and functional leads to implement solutions that prevent recurrence.
- **Form Submission for Part Requests:** Submit forms for new part number requests when a part we have never ordered before is required, ensuring accurate and timely tracking of new inventory needs.



- **BOM Change Management:** Facilitate the submission of BOM Change Forms (BCF) to add or remove off-the-shelf (OTS) parts as necessary once the drawings have been issued for production, maintaining precise and current parts listings.
- **Workspace Updates and Communication:** Update cut file workspaces and communicate updates and cut requests to the router shop via Microsoft Teams channels to ensure seamless production flow and timely material processing.
- **Documentation and Updates:** Maintain up-to-date documentation of progress on all production support tasks, including updating drawings to incorporate red-lines and modifying stock models as required.
- **Communication:** Keep the Project Engineer team fully informed of all ongoing production support issues and progress toward resolution.
- **Continuous Improvement:** Continuously seek ways to improve designs, products and production processes to reduce downtime through effective issue management and resolution.
- **On-Site Presence and Scheduling:** Maintain a regular presence on the production floor at least 6-8hours per day, four days per week to oversee and assist with ongoing production activities. Dedicate one day per week to work in the engineering office, focusing on updating models and drawings to ensure accuracy and currency in production documentation as well as other duties as assigned.

Qualifications:

- Associate degree in a technical field or equivalent practical experience.
- Proven experience in a production support role within a manufacturing or similar environment.
- Strong problem-solving skills and the ability to work under pressure.
- Excellent documentation skills and attention to detail.
- Effective communication skills, both written and verbal.
- Proficiency in technical drawing and software tools related to production and engineering.

Signature: _____

Date: _____