**Job Description**

**Role title:**  **Service Technician (Airbourne Systems)**

**Reports to:**  **Aerial Survey Support Lead**

**Grade:** **Scientist**

**Sector:** **Group Services**

**Division:** **Environmental Data Solutions**

**Purpose / Scope of role**

Our Environmental Data Solutions team provide a world class comprehensive data capture and analysis service to our internal stakeholders across APEM Group, to support various UK and international projects, including marine wildlife surveys and remote sensing work. We also provide support across the APEM Group through wider services such as resource agility, internal systems, data storage and development and automation solutions. Our aim is to empower our Scientists all over the APEM Group to push the boundaries in environmental consultancy and bringing their innovative ideas to life.

The Sensing Technologies team is a key component of EDS, providing camera system installation and maintenance, providing best practice system guides and training, and expert advice around sensing technologies e.g. LiDAR. The team works closely with our Survey Operations and Data Processing areas, coupled with working with our external providers, to deliver high quality aerial surveys.

This role will be responsible for the maintenance, development and enhancement of our internal camera systems, ensuring that all systems are performing at the highest capability and are utilised effectively. You will be expected to work with our wider survey teams to ensure camera systems are fit for surveying purposes. This role is 100% office based from our Chester office, with occasional nights away when it is necessary to service equipment at our third-party providers.

**What success looks like in this role**

This role will allow the opportunity to get involved in all aspects of aerial survey system maintenance and become a technical expert around airborne systems for aerial surveying and other remote sensing activities. After you have mastered the fundamentals of the role and provided a sound administrative basis for APEM’s systems, you will have the opportunity to gain wider exposure to work on various other different survey equipment regarding airbourne systems e.g. UAVs, in addition to having potential opportunities to work internationally with our external partners on system installations.

**Key Responsibilities**

* Provide first line hands on support and troubleshooting for maintenance and upkeep of APEM Group’s Airborne Systems.
* Independently manage and carry out sensor system installs and configuration changes
* Write and maintain documentation on airborne system installs
* Creation and maintenance of user guides using technical writing skills
* Conduct quality control checks on survey data to ensure that it meets project requirements and accuracy standards.
* Work as a team player with wider Aerial Surveying teams to ensure camera systems are fully utilised and performing at optimum level.
* Work with stakeholders to identify technical problems, create solutions and solve technical issues.
* Liase and assist with management of third party providers regarding system installations and removals
* Management of maintenance tickets and resulting RMA’s with third party suppliers and proactively assist with any remote trouble shooting.
* Maintain a technical understanding of how APEM uses its equipment on a practical basis to deliver geospatial data to our clients and how those method might change into the future.
* Deliver training, provide mentoring, support, guidance, and development to Aerial Survey Task Specialist roles both domestically and internationally.
* Conduct ground test of equipment on APEM chartered aircraft for quality assurance testing, training, onboarding new equipment and monitoring purposes.
* Carry out cable design, assembly and testing, including terminal crimping/soldering when required.
* To take reasonable care for the health and safety of yourself and others; make use of the tools, equipment, training and resources; and actively engage with colleagues at all levels to contribute to the continuous improvement of health and safety management.
* Work with wider EDS and other teams across MWS & Geospatial Sector to analyse new LiDAR and combined sensor platform technology
* Complete mandatory health and safety training modules and any that are specific to your role.
* To carry out any additional activities that may be reasonably required or requested.

**Skills/Knowledge/Experience/Qualifications**

**Essential**

* Hold Degree or higher education qualification in a relevant engineering discipline
* Some Camera System/UAV and Architecture Design experience in a highly regulated industry and adhering to design standards to ensure complacent e.g. Aerospace, Defence, Automotive etc.
* Practical hands-on experience with various machine shop tooling and equipment
* Good technical writing skills with the ability to write clear operational instructions and writing manuals
* Attention to detail and high-quality record keeping skills
* Advanced IT skills – Microsoft Office suite
* Ability to work independently, troubleshoot problems and proactively manage workloads
* Excellent interpersonal and communication skills both verbal and written, and the ability to develop strong working relationships at all levels both internally and externally
* Ability to fully assess situations, grasp issues, solve problems and make clear concise recommendations on key operational decisions

**Desirable**

* Solid understand electromechanical engineering and system integration.
* Familiar and have had experience in communication protocol such as TCP/IP, RS323/422, CAN and has used electronics platform such as Arduino for rapid development solutions.
* Experience working with circuit boards, cameras, lasers, flexes, or other sensitive electrical systems.
* Experience in the applied use of Lasers/LiDAR within the airborne sensing sector or other applied application and an in depth knowledge of the associated dangers they present.
* Experience with robotics and autonomous vehicles UAV, ROV and USV.

**Our Values**

Our most important assets are our people who work here. We all work as one team and rely on each other. We wish to create a working environment to which our people are proud to belong, by maintaining our values at the forefront of everything we do. These values are:

* Integrity – We do the right thing
* Quality – Quality in everything
* People - We care
* Forward thinking – We focus on the future
* Positivity – We believe we can
* Fairness – We champion equality

**Our WOW Factor**

When home became work, we learned that flexibility, understanding and balance allowed us all to move forward and grow together. So, no matter where you’re based, the hours you keep, the toddlers you have to entertain, or outside interests that help with your wellbeing we’re committed to our Ways of Working (WOW) with each other so we can continue to be our best.

**You belong**

We recognise that everyone’s story is different. The opportunities, experiences and challenges faced in life shape who we are, and we understand that these are the things that make us individual and unique. Embracing our differences means we’re able to approach what we do from every angle.

Inspiration and insight can come from anywhere, and no matter your history or choices in life, we empower our people to be their best, so we can be our best, together. **We welcome the whole you.**

**come the whole you.**