

Job Title:	SUPPORT & TEST ENGINEER	Job Holder:	
Division:	BN PRODUCTION	Grade:	ENGINEER

Job Purpose:

A Support and Test Engineer is a technical role responsible for ensuring the smooth operation of production systems by monitoring performance, troubleshooting issues, executing test procedures, and collaborating with development teams to identify and resolve problems that arise in live environments, effectively bridging the gap between development and production phases; requiring strong technical skills, problem-solving abilities, and excellent communication to effectively manage system stability and quality throughout the production lifecycle.

Key Responsibilities:

- **Production Monitoring:**
Actively monitor production systems for performance issues, errors, and potential disruptions, utilizing monitoring tools to identify anomalies and proactively address problems.
- **Incident Management:**
Respond to production incidents by quickly diagnosing root causes, implementing corrective actions, and communicating updates to relevant stakeholders.
- **Troubleshooting:**
analyse system logs, debug code, and collaborate with developers to identify and resolve technical issues impacting production environments.
- **Test Execution:**
Design and execute comprehensive test cases to verify functionality and stability of new features and updates before deployment to production.
- **Regression Testing:**
Conduct regression testing to ensure existing functionalities are not adversely affected by new changes.
- **Root Cause Analysis:**
Investigate recurring issues to identify underlying causes and implement preventative measures to avoid future problems.
- **Documentation:**
Maintain detailed documentation of production systems, test procedures, troubleshooting guides, and knowledge base articles.
- **Collaboration:**
Work closely with development teams, project managers, and other stakeholders to ensure seamless transition from development to production.

Required Skills and Qualifications:

- **Technical Expertise:**
Strong understanding of databases, operating systems, and relevant technologies used in production environments.
- **Testing Methodologies:**
Proficiency in different testing techniques (functional, regression, performance, etc.) and ability to design effective test cases.
- **Problem-Solving:**
Excellent analytical skills to diagnose complex technical issues and develop effective solutions.
- **Communication:**
Clear and concise communication skills to effectively convey technical information to both technical and non-technical audiences.
- **Teamwork:**
Ability to collaborate effectively with cross-functional teams to achieve project goals.

Relevant Experience:

- Prior experience with hands on electronic troubleshooting
- Previous experience in a production support role
- Familiarity with various testing techniques
- Knowledge of quality standards and regulations
- Great troubleshooting skills
- Analytical mindset
- HNC/Degree Electronic Engineering or relevant time served



Job Description

Training: *Any required training would be planned in for successful candidate*

The job holder will report to

Inspection and Test Department Supervisor

Job Location

Inspection and Test Department, Barnstaple

The job will be located in the

Job Holder Declaration:

I accept the purpose and key result areas of my role with SEA are as outlined above.

Signature: _____ Date: _____

Line Manager Declaration:

I confirm that the purpose and key result areas of this role are as outlined above have been agreed with me as line manager.

Signature: _____ Date: _____