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| **Title** | **Lab Support Engineer** |
| **Band** | **Individual Contributor – Technical Support** |
| **Grade** | **T2 - Intermediate** |
| Job Family | ENG T2 |
| Reporting To |  |
| Location | Oakdale 2 |

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| **Position Objective** |
| This role is primarily within GDMS Oakdale 2 Laboratories that are used by the business to Design, Test, Evaluate and Certify equipment prior to demonstration or delivery to the customer  The role is that of a Lab Engineer. The position is to support the all System Integration activities with the Laboratories at our Oakdale site and to supply the lab users with the resources and configurations required to run the testing. The individual will also get the opportunity to work in multi-disciplined Engineering teams and gain knowledge in practical application of Systems and Software development Engineering |

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| **Generic Level Description** | |
| General | Under general supervision, provides support services for line and or functional teams. Performs standard duties requiring knowledge of subject matter and general understanding of department practices. |
| Complexity | Applies learned skills and knowledge to semi-routine tasks associated with the job family. Uses established practices and standard procedures to complete assignments. |
| Decision Making & Autonomy | Generally makes decisions/exercises judgment within clearly established procedures or practices, specific to the department or workgroup. Consults with others on unclear situations. |
| Problem Solving | Works on problems of moderate scope where resolution requires review of known or identifiable factors. |
| Key Contacts | Builds internal relationships with others outside of own work group or team particularly with internal customers; may interact with external contacts independently; may initiate information exchanges |
| Communication | Asks questions, checks for understanding, provides explanation clearly and precisely. |
| Supervision Required or Provided to Others | Works under supervision and receives guidance from others as needed. Progress and output is regularly reviewed, and feedback is provided to support continued learning. May assist entry level staff in routine situations. |

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| **Discipline Description** | |
| Responsibilities Include | *The Laboratory Support Engineer reports into the Lab Support Manager and provides Support capabilities resource to the Oakdale Labs, and on other occasions to cover other equipment environments, including on occasion providing support to field trials.*  *Specifically roles include:*   * *Provide technical support for engineering activities.* * *Maintain, allocate and setup Laboratory resource & work areas.* * *Support the day-today activities of the Lab Engineering community.* * *Investigate, interrogate faulty equipment and subsequent repair or return.* * *Installing and configuring new equipment which includes COTS racks, power bars, AC/DC power converters, various military equipment fitting, this could include radios, terminals, network equipment, RF infrastructure, software/firmware bowman equipment etc.* * *Maintain health & Safety practices within the different labs.* * *Configuration management maintenance and recording.* * *Understand and comply with policies and procedures.* * *Carry out work in a safe and diligent manner.*   *To undertake additional activities in line with capabilities required from the required Programs.* |

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| **Knowledge, Skills & Abilities** | |
| Required Skills & Abilities | ***Essential Skills:***  ***Candidates must have:***   * *Excellent verbal and written, customer facing, communication and interpersonal skills.* * *Basic Asset management experience.* * *IT Literate and familiar with office tool applications.* * *Ability to work independently on own initiative as well as within a ‘team’ environment.* * *Be organized and prioritize their work.* * *Ability to work under pressure in a complex, rapidly changing test environment.* * *Ability to hold a minimum of SC Level Government security clearance.* * *Good understanding of Health & Safety regulations.*   ***Desirable skills but not essential:***   * *Defense/Military background.* * *Auditing experience.* * *A understanding of Bowman Equipment* |

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| **Education & Experience** | |
| Required Education & Experience | * *ONC – Ordinary National Certificate/GCSE or equivalent experience.* |