



TECHNICAL & CUSTOMER SUPPORT REPRESENTATIVE

Reports to: General Manager	Abbreviation:
Division/Department:	Deputised by:
Location: Hanley Smith, Harlow	Version/Date: v1 FEB2026

JOB PURPOSE

Primarily the role is the providing technical support to engineering, planning, compliance and the operation. Commercial Estimating/Pricing of component repairs based on approved OEM or customer supplied approved data, including the co-ordination and sourcing of materials, AGS, any tooling requirements and outside operational processes as appropriate. To determine and develop the most suitable and economically viable engineering methods for the project. Ensure progress to plan by working closely with managers, and engineers at all stages, co-ordinating the materials, in line with customer requirements. To be the primary customer focal point.

The ideal candidate will be a self-motivated individual with experience working in a Part-145 aircraft maintenance environment. The Technical and Customer Support Representative will support the management with all aspects of engineering/manufacturing and play a key part in the day to day running of the operation. In doing so they will be the main point of contact for any customer queries

MAIN RESPONSIBILITIES AND DUTIES

- Carry out the Commercial Estimating/Pricing of general, military and commercial aircraft work from customer supplied approved data, including the co-ordination and sourcing of materials, AGS, any tooling requirements and outside operational processes as and when appropriate.
- Understand and translate technical drawings, specifications, quality and regulatory standards into an Engineering Method of Manufacture.
- Create bills of materials and routings for details and assemblies
- Engineering/Planning and setting out of manufacturing operations
- Liaise with customers and the workshop regarding engineering issues and their repair orders
- Provide assistance and support to the Engineering Manager, Planning Engineer and Compliance Manager as required
- Deciding on the most appropriate engineering techniques and sequences of activities for each Project Stage
- Ensure that any planning/work sheets are amended once issues are identified.
- Work closely with supervisors and operators to achieve the best manufacturing method.
- Liaise with Customer Manufacturing Engineers/Design Engineers to resolve technical and manufacturing issue's as and when they arise.
- Assist with the close out NCR's as and when required.
- To provide assistance and support with Engineering/Technical issues that may arise during production.
- Perform any other duties within your capabilities as required by the Company.
- Participate in the management system operation
- Liaise with Group Commercial and Procurement Managers as required for governance.
- Performing of any other duties within your capabilities as directed by the Company

QUALIFICATIONS PREREQUISITES

- Degree qualified in relevant engineering discipline (Preferred but not essential).
- Previous experience in a manufacturing environment, preferably aviation maintenance.
- Previous experience in Commercial Estimating/Pricing.
- Strong communication skills
- Proficient in MS365
- Organised and able to manage workload.
- Able to work as part of a team.
- Willing to learn and progress within their role.
- Previous experience of MRP/ERP Software would be an advantage.

EMPLOYEE DECLARATION

I confirm that I have read and understand the requirements and responsibilities of my role and agree to adhere to them if there is anything I do not understand I am aware that I should raise this with my line Manager

Print Employee Name:

Employee signature:

Date:

Manager Name:

Manager Signature:

Date