

INFLITE THE JET CENTRE



Job Title: Technical Services Engineer	Abbreviation: TSE
Reports to: Technical Services Manager	Division/Department: Technical Services
Deputised by:	Location: Hanger 1, Stansted
JOB PURPOSE	
The Technical Services Engineer coordinates maintenance activities to ensure they are optimised for on-time delivery, within budget, and achieve high customer satisfaction.	
ACCOUNTABILITY	
Responsible for producing accurate maintenance work packages and managing complex maintenance and modification projects in line with ITJC processes and procedures.	
MAIN RESPONSIBILITIES AND DUTIES	
• Project Management: Manage complex aircraft maintenance and modification projects to protect the critical path. • Customer Communication: Professionally communicate with customers to plan maintenance inputs, ensuring work scope is received, understood, and translatable into a tangible work package. • Work Package Production: Produce work packages that meet customer requirements, ensuring access, spares, tooling, manpower, and third-party services are identified, ordered, and available before scheduled downtime. • Vendor Coordination: Communicate with approved third-party vendors to arrange services, ensuring their attendance and time estimates align with critical path requirements. • Design Coordination: Work with Part-21 Design Organisations to engineer and support customer modification requests, ensuring documentation meets EASA/Foreign NAA requirements for implementation under company approvals. • Meeting Coordination: Prepare and chair internal pre-input review meetings with Commercial, Engineering, and Logistics departments, as well as pre-input review meetings with customers to discuss defects and specific requirements. • Aircraft Acceptance: Coordinate the acceptance of aircraft into maintenance. • Issue Resolution: Proactively identify and resolve critical path issues that could affect the aircraft input schedule. • Progress Updates: Provide daily project progress updates to customers during aircraft maintenance. • Import/Export Procedures: Instruct the shipping agent on aircraft import and export procedures for base maintenance projects. • Documentation Review: Review and complete the aircraft library, including Technical Log and Deferral Log, during input and upon release to service. • Support Documentation Control: Assist Document Control with reviewing completed paperwork and resolving any arising issues. • Return to Service Support: Generate documentation and support certifying staff through the return to service stage of aircraft maintenance input. • Continuous Improvement: Constantly seek improvements in all activities to maximise productivity and minimise costs. • Customer Expectation Management: Assist the SBDM in managing customer expectations effectively. • Additional Duties: Perform any other duties within capability as directed by the Company.	
AUTHORITIES	
• Request support from Stores and Purchasing departments during the maintenance process. • Act as the Single Point of Contact for the customer for assigned projects. • Provide daily progress reports to the customer. • Prepare and issue the final report. • Add or delete tasks from the work package in accordance with customer requirements.	

QUALIFICATIONS PREREQUISITES	
• Technical qualification or proven experience in aircraft maintenance, project management or a similar aviation MRO coordination role. • Minimum of 5 years of experience in aviation maintenance • Strong understanding of EASA Part-145 regulations, with the ability to interpret and apply them to aircraft maintenance and modification projects. • Demonstrable ability to manage maintenance inputs through effective planning and coordination. • Strong communication skills with experience managing customer expectations and technical discussions. • Ability to create and manage detailed maintenance work packages, ensuring all tooling, spares, manpower, and third-party support are identified, ordered, and available before scheduled downtime. • Experience coordinating third-party vendors, ensuring timely delivery of outsourced services. • Strong understanding of aircraft documentation requirements, including Technical Logs, Deferral Logs, and Return-to-Service documentation. • Understanding of import/export procedures related to aircraft base maintenance projects. • Excellent problem-solving and decision-making skills, with the ability to identify, escalate, and resolve issues impacting the project schedule. • Strong organisational and time management skills, capable of handling multiple concurrent projects under tight deadlines. • Proficiency in Microsoft Office and maintenance planning tools (such as AMOS or similar systems).	
OTHER SPECIFICATIONS	
• Rigorous and self-motivated. • Maintain strict confidentiality of data. • Attend and successfully pass all mandatory training and assessments relevant to the area of activity.	

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