



TECHNICAL SERVICES ENGINEER

Reports to: Technical Services Engineer	Abbreviation: TSE
Division/Department: Technical Services	Deputised by:
Location: Hangar 1, Stansted	Version/Date: v4 MAR26

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.
- Performing of any other duties within your capabilities 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

- Preferred technical university degree or equivalent.
- Demonstrable experience in project management within an engineering environment.
- Minimum of 5 years of experience in aviation maintenance, operations, CAMO, or manufacturing.
- Strong PC user skills, particularly in Excel, Word, and MS Project.
- Excellent presentation and interpersonal skills.
- Good sense of priorities.
- Experience using Wings ERP or equivalent.
- Flexible with time.

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.

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