

# ATI Job Profile

## On-Site Support Engineer

**Location:** Essex region, United Kingdom

Accurate Technologies (ATI) is seeking a motivated individual with a passion for all things automotive for the role of On-Site Support Engineer for a major Essex based global OEM. Based remotely but forming part of the Applications Engineering team located at ATI's Cambridge offices, this is a full-time, permanent position with a competitive salary and benefits, available for an immediate start.

As an integral member of the Applications Team at ATI UK you will form part of a larger worldwide dynamic group tasked with providing technical support and guidance to users of ATI software and hardware products through outstanding customer service and support. The UK business is currently expanding providing great prospects for career progression and exciting opportunities to work with major automotive OEMs and Tier 1's by supporting their development projects and requirements.

Please note the suitable candidate will be expected to undertake occasional international travel as part of this role.

### ***Responsibilities***

- Direct point of technical contact for a large customer base.
- Involved throughout entire customer interaction with ATI products including technical support and customer training.
- Develop product demonstrations and application examples.
- Maintain expert knowledge of all ATI's products and third-party tools EG MathWorks.
- Provide high quality, timely and thorough customer support.
- Participate in testing and validation of products - including software - prior to market release.
- Perform benchmark research to determine a product's ability to solve specific customer problems.
- Maintain knowledge/understanding of competitor products.
- Develop, review and maintain documentation such as application notes.
- Maintain internal tracking systems by preparing necessary documentation to aid product engineering.
- Production of weekly activity reports in combination with the OEM's internal systems to provide transparency on progress via Key Performance Indicators.

## ***Qualifications***

The ideal candidate will have the following qualifications and skills:

### *Essential Technical Skills/Experience*

- Knowledge of automotive electronic control system development processes, as well as software/hardware architectures.
- Understanding of control system communications and diagnostic protocols.
- Knowledge of powertrain calibration, CAN communications and vehicle instrumentation.
- Experience in developing applications using API.
- Understanding of .net, python and MATLAB programming.
- Knowledge of Horiba emission systems.
- Experience with MathWorks® products including MATLAB®, Simulink®, Simulink Coder™ (formally known as Real-Time Workshop®), Real-Time Workshop Embedded Coder®, Stateflow® and Stateflow coder.
- Minimum of 2 years' application engineering experience is desirable.

### *Essential Non-Technical Skills*

- Good problem-solving skills and the ability to think logically under pressure.
- Ability to remain poised, patient and calm in occasionally stressful situations.
- Excellent interpersonal and communications skills and a high level of emotional intelligence.
- An independent attitude with the ability to work remotely with the minimum of supervision.
- Highly motivated by the challenges of working with different applications and implementing new technology.
- Excellent listening skills, able to "hear the need behind the customer's questions".
- Positive proactive attitude and solid work ethic.
- Experience with Microsoft Office applications.
- Detail-oriented and methodical approach.
- Presentable with previous experience of meeting with customers at Tier One or OEM level.
- Permanent UK resident status.
- Full and valid UK driver's license.
- A valid British passport.

Candidates who meet the preceding qualifications should email their CV and covering letter to [hr\\_uk@accuratetechnologies.com](mailto:hr_uk@accuratetechnologies.com).