Technical Support Engineer

Do you want to join a well-funded, dynamic technology company and spin-out from the University of Oxford? With customers and revenues already secured, Opsydia is developing innovative solutions using laser micro-fabrication for security and sensors with applications spanning diamonds, plastics and advanced sensors. As Technical Support Engineer serving our global products you will interact with customers by providing technical solutions to our range of laser-based systems, so a passion for helping people is a must. The role includes providing the technical support and maintenance functions for our new systems, the first of which are due to ship this year. The ideal candidate will have an HND or degree in Engineering or a related subject with experience of supporting and maintaining complex optical/laser-based systems.

The successful candidate will be responsible for all aspects of technical support including system commissioning, customer training, maintenance at customer sites, remote technical support (the systems will have extensive remote diagnostics facilities) and pre-sales support. Systems will be sold internationally so you must be comfortable with travelling and supporting overseas customers. Later it is envisaged support and material will be required for smaller, high-volume viewer products. This will be the first technical support role within Opsydia so the candidate will be responsible for establishing the documentation, processes, controls and best practices for us to provide excellent customer service. You are likely to be involved in a variety of aspect of the business including helping to build and test the first systems which will provide an excellent opportunity to learn about the system design and operation.

Skills – essential to have in several of the areas below and ability to apply to the remainder:
- Commissioning, maintenance and fault finding of complex systems.
- Experience in precision manufacturing and/or laser-based systems.
- Experience in setting up/aligning optical systems.
- Experience in high precision motion control systems
- Experience in setting up Windows or Linux embedded PCs for industrial automation or control.
- Experience in low voltage single phase machines/systems.
- Knowledge of safety systems.
- Excellent communication & interpersonal skills.
- A willingness to learn new technical skills as demanded by a project.

Essential selection criteria:
- The ability to maintain and repair complex systems.
- Excellent at interacting with customers.
- The ability to work effectively in a team and to concentrate effort on meeting team goals, while showing responsibility for personal performance.
- This is an opportunity to join an exciting new company at the early stage of its development so a flexible approach and willingness to contribute to the wider activities of the company is essential.

As part of the recruitment process a selected candidate will be required to undergo security screening to BS7858.

ABOUT OPSYDIA

Opsydia is set to bring significant security advances to a number of markets. Harnessing short pulse laser technology, the company has the ability to create serial numbers, logos or marks, invisible to the naked eye, inside transparent materials including diamond, glass and polymers for security applications. We are currently developing a range of industrial solutions for commercial deployment and other applications for the technology include advanced diamond-based sensors. The company has secured funding to take it to planned profitability from leading investors experienced in supporting Oxford spin-outs. The first customers have been secured and the company is already generating sales revenues.

The company is based in the Centre for Innovation and Enterprise at Begbroke Science Park north of Oxford. Begbroke offers comprehensive facilities including an on-site restaurant, coffee shop, free parking and a minibus service between the park and Oxford.