

Job Title: Apprentice Additive Manufacturing Field Service Engineer – Level 4

Qualification: Level 4 NVQ Extended Diploma in Engineering Manufacture

Location: Miskin, South Wales

Learning Provider: Bridgend College

Duration: 4 years

Salary: £18,000

What is an Apprentice Additive Manufacturing (AM) Field Service Engineer?

Additive Manufacturing (also known as 3D printing) is the practice of manufacturing by building up layers of metal to create a part, rather than cutting metal away. Our Field Service Engineers maintain the AM machines that we provide to our customers as well as providing training in how to use them. This is very much a hands-on role working with customers at their own sites. The types of responsibilities of a qualified Field Service Engineer include:

- Installation and commissioning of AM systems
- Providing of training and support for customer AM machine operators, both on site and remote support
- Scheduled service and maintenance for the Renishaw AM product line including maintenance of and upgrades to electromechanical, software and optical assemblies
- Customer repair call outs, on site diagnostics, fault finding and calibration services
- Product testing, performance measurement, data collection and report writing
- Customer relationship management

The role of a Field Service Engineer is to ensure a high standard of service and support is provided to every customer, enabling them to maximise the benefits expected from their investment in Renishaw product.

Where will I be working?

This role is predominantly based at our Miskin site in South Wales, you will on occasion be required to travel to other Renishaw sites for work placements. You will need the ability to travel independently to college and work.

What will I do?

Throughout the scheme you will develop:

- Experience in testing/calibration of mechanical, electrical and optical systems
- Experience of onsite installation, commissioning, and training
- An ability to read, understand and translate mechanical, electrical, pneumatic, hydraulic schematic and mechanical assembly drawings and instructions
- Experience of working with high and low voltage circuitry.
- Gain excellent written and verbal communication skills with experience in customer service and support

The placements will also provide exposure to:

- Practical experience in machining and assembly processes
- AM design / development
- Applications, field service operations and logistics

What qualification will I achieve?

The successful candidates will study towards a Level 4 NVQ Extended Diploma in Engineering Manufacture HNC with the opportunity to continue studies at HND level. This will be taken via Bridgend College.

What skills and qualifications do I need?

Applicants must have:

- 3 A levels (preferably including Maths and Physics) at grade C and above or a Level 3 equivalent Engineering qualification.
- A minimum of five GCSE A-C passes including Maths, English and a Science.
- Good written and oral communication skills
- The ability to work on their own initiative
- Experience of working in a customer service environment would be an advantage but not essential (this could be in any industry and not engineering related)
- Good IT literacy
- Experience software packages including MS Word, Excel, PowerPoint
- Methodical and systematic approach to problem solving
- Organised planner that can demonstrate adaptability when unplanned events occur
- A full UK driving licence is essential as our sites are in rural locations with no public transport. The role will also involve travel to other sites and to college
- Ultimately being happy to spend time away from home during the week providing field support to our growing customer base throughout the UK