

# Job Title: Engineer - Product Support

## About Us

GKN Aerospace is the world's leading multi-technology tier 1 aerospace supplier. With 51 manufacturing locations in 14 countries, we serve over 90% of the world's aircraft and engine manufacturers. We design and manufacture innovative smart aerospace systems and components. Every time you travel by air almost anywhere in the world, it is likely that GKN is helping you on your way.

We are looking for people who want to make a difference, talented members with the skills and passions to become the best of the future in what they do.

## About the opportunity

As a Technical Support Engineer, you provide engineering support to the NH90 end users and help to sustain a fleet of ~450 medium-sized, twin-engine, multi-role military helicopters. You will provide in-service solutions taking into account airworthiness and qualification requirements ensuring you comply with regulatory requirements stipulated by the Airworthiness Authorities and international standards.

In this role, you are representing Fokker on an international level as a technical single point of contact. You liaise with Program Management, Fokker Technical Publications, Fokker engineering, Airworthiness and the NH90 Partner Companies in regards to NH90 technical Queries and Repairs.

You will continuously support the improvement of the NH90 product & services and the Fokker technical support process. You will join a team of 5 Technical Support Engineers.

The role is an excellent opportunity for a person who is technically skilled and experienced with maintenance and repair of Defence aircraft who also has a customer support mindset. In this challenging position, you connect with internal and external stakeholders to solve the technical issues within a defined timeframe.

This position is based in Papendrecht.

## Your responsibilities

- You will report to the Technical Support Team Lead
- You will be responsible for analyzing technical data/information and creating technical solutions for the NH90 users
- You will be responsible for analyzing requests for airworthiness extensions
- As part of your role you safe guard airworthiness and qualification standards
- You provide input to the Fokker configuration management process
- You will need to be able to coordinate multiple technical queries at one time
- You will provide input to the Service Bulletin/RDAS process
- You will liaise with other PC-TSPOC's and NHI Service Engineering

## What do you need to be successful in this role?

- You have an intermediate/higher vocational education level (HBO) preferable in a technical (Aerospace) background or equivalent in working experience
- You have experience within a technical customer support role, preferably in the Aerospace or Defense industry
- You have the ability to read and understand Engineer Drawings
- You must speak and write Dutch & English proficiently
- You have a customer service oriented mindset, with a desire to provide excellent customer service in an (international political) environment with many stakeholders
- You are stress resilient and proactive in your approach to work
- You are able to manage your own workload and deal with multiple technical issues at the same time
- You are able to and enjoy working as part of a team as well as individually
- You are able to build good and sustainable (international) relations
- You have strong analytical capabilities and enjoy problem solving
- You live in the Netherlands as you will be required to work at our Papendrecht site

**Our offer**

Besides an innovative and international work environment, that offers you a good work-life balance. We offer you opportunities to learn and grow, a competitive salary in grade K with a minimum of EUR 3.117,- and a maximum of EUR 4,152, pension plan, 40 days off and travel allowance (from 10 km single journey) as well.

**Apply**

Are you interested in this opportunity? Apply directly with your CV and motivation letter via the "apply now" button.

For more information about this role, contact: Willem de Jong, tel. 0646425500.