

**Title:** Customer Support Engineer  
**Reports To:** Principal Engineer - Integration  
**Application Deadline:** Until Filled  
**Posting:** Internal/External

### Responsibilities:

- Prepare schedules and coordination of Customer Support functions.
- Provide direct customer support services to retrofit customers
  - Preparation of schedules for installations, completion of installation instructions.
  - Preparation installation instructions.
  - General coordination of customer technical interface issues
  - Coordination of the Discrepancy Report (DR) process
  - On-site liaison for interior installations

### Requirements:

- Bachelors degree in applicable field required
- 5 years related work experience in aerospace industry required
- Excellent professional presentation skills
- Strong verbal and interpersonal skills
- Ability to accurately describe technical concepts
- Computer proficiency including Excel and Word
- Willingness to travel long distances (onsite for installations) for extensive periods of time
- Lifting requirement: 30 lb

**Equal Opportunity Employer**