



## Customer Support Engineer

Precision Aircraft Solutions, LLC is internationally known for creating the premier Passenger to Cargo aircraft conversion. We are seeking a highly Customer Support Engineer to work in our Beaverton, Ore., location.

### Duties and Responsibilities:

- Act as primary focal for customer reported technical issues and requests
- Take ownership of reported customer technical issues and see problems through to resolution
- Research, diagnose, troubleshoot and identify solutions to resolve customer issues
- Determine complexity of customer reports and when/if existing approved engineering data can be applied
- Ensure customers are continuously informed and kept current on planned response schedule or project status
- Ensure response to customer inquiries considers and applies regulatory requirements
- Become fluent in Precision's data which includes supplements to the Airplane Flight Manual, Weight and Balance Manuals, Operations Manual, Maintenance Manual, Structural Repair Manual, Maintenance Planning Document and Illustrated Parts Catalog
- Continuously monitor customer aircraft on ground (AOG) or routine situations and prioritize customer support activity the level of urgency
- Review warranty claims and provide technical input to management
- Obtain and monitor upcoming customer maintenance schedules (C-checks) so that Precision can appropriately prepare for maintenance findings, material requirements, and increased workload
- Develop and deliver customer maintenance training materials covering Precision's 757 and A321 conversions including use of Precision's supplemental manuals
- Provide AOG assistance at aircraft location as required
- Participate in and chair scheduled conference calls with various engineering groups and customers
- Maintain computerized database of customer requests for tracking and resolution. Generate various reports from this database for trend and management analysis
- Establish and maintain customer relationships in support of repeat and expanded business opportunities

### Required Skills and Experience:

- BS degree in engineering, preferred.
- Minimum five years of aircraft maintenance and/or engineering experience
- Previous customer support experience in an aviation environment.
- Working knowledge of FAA regulations/certification processes and related requirements.
- Understand of engineering principles, repair and fabrication practices, aviation hardware and general aircraft maintenance operations.
- Comprehensive working knowledge of the use and application of aircraft technical data such as engineering drawings, substantiation reports, SRM's, AMM's, SB's, IPC's, etc.
- Proficiency in Microsoft Office required.
- Must have excellent oral, written, and organizational skills, and be able to read, write, speak, and understand the English language.
- Ability and willingness to support travel, both foreign and domestic.

TO APPLY: Please email your resume to [hiring@precisionaircraft.com](mailto:hiring@precisionaircraft.com) for consideration or apply for the position on Indeed.