



## **Job Description**

**Job Title:** CAD/CAM Technical Support Engineer

**Role:** Permanent

**Based:** Haddenham, Bucks

TTL are a manufacturing technology company, established in 1987, and with expertise and a track record at the forefront of CNC machining and complex software based manufacturing solutions. Our customer base spans several important high technology industry sectors including for example Aerospace, Power Generation, Oil & Gas, Motorsport and Medical applications with an established base of UK & international clients.

A significant part of current business activities involves our partnership with Siemens Industry Software, established to support the NX CAD/CAM Manufacturing portfolio. In this business division we support the UK market with software sales, add-on software such as post processors and critically technical support and product training for both existing and a growing network of new customers.

We are currently looking to strengthen our team with a new position that will be at the core of our NX technical support and customer training functions. The role will suit a dynamic individual from a manufacturing background looking for his or her next career step.

### **Primary Duties:**

- Use expert product knowledge in Siemens NX CAD & CAM to provide technical support via telephone and email to customers in a wide range of manufacturing applications
- Deliver both “off the shelf” and “tailored” customer training programmes
- Deliver high quality product demonstrations and presentations
- Produce and maintain training manuals, course materials etc.
- Keep up to date with product and industry developments by attending relevant courses seminars etc, provided by Siemens and others
- Role is based primarily at our Haddenham facility but on-site work at customer premises in the UK may occasionally be required

### **Other:**

- Represent the company by maintaining a courteous and professional relationship with customers, suppliers and colleagues
- Ensure that all activities are performed safely within employment / health and safety legislation and in the manner prescribed by our ISO 9001 quality standard

**Character Traits:**

- Strong work ethic, able to work as a team player but also on own initiative
- Methodical approach and good attention to detail, calm under pressure
- Flexible approach to working hours, must be willing to travel

**Skills, Qualifications & Experience:**

- Engineering qualification (at least HNC level)
- Good all round manufacturing experience in engineering industry sector
- Highly proficient in the Siemens NX CAD/CAM product suite
- Experience in 3D modelling and drafting
- Strong knowledge of CNC programming including multi axis machining techniques, both milling and turning
- Experience of CNC controllers including Heidenhain, Siemens, Fanuc, Mazatrol
- Highly computer literate
- Excellent verbal communication and presentation skills
- Candidates must be eligible to reside and work in the UK on a permanent basis
- Full, clean UK driving licence

To apply please email a copy of your detailed CV, together with current salary to:

Rob Pope - Managing Director

[enquiries@ttl-3d.co.uk](mailto:enquiries@ttl-3d.co.uk)

All applications will be dealt with in strict confidence.