

Support Systems Engineer: Support Systems Engineer II

Reviews field support requirements and recommends tool and test equipment. Establishes sustainment support requirements for systems and equipment. Develops logistics support systems. Performs maintenance and maintainability demonstrations for customers. Reviews handbooks, manuals, training, etc. for technical accuracy and adequacy. Plans and contributes to proposal efforts. Designs, develops, and implements testing methods and equipment. Plans and arranges the labor, schedules, and equipment required for testing and evaluating standard and special devices. Applies human performance principles, methodologies, and technologies to the design of human-machine interfaces for systems and products. Develops and implements research methodologies and statistical analysis plans to test and evaluate developmental prototypes used in new products and processes. Interfaces with design engineers to establish system design, operating, and training requirements and to ensure optimized human-machine interfaces, safety, maintainability, testability and other design attributes that influence the sustainability of the system/product. Develops safety documents as required to support customer and test/operational range requirements. Performs audits of operational areas and reports effectiveness of system safety programs. Evaluates the interrelationship of system safety requirements and other aspects of concept design and development requirements to ensure a safe but cost-effective solution. Resolves technical problems and answers queries supporting customers and integrators. Maintains and updates records and tracking databases and alerts management to recurring problems and patterns of problems.

Discretion/Latitude

Works under general supervision. Follows established procedures. Work is reviewed for soundness of technical judgment, overall adequacy and accuracy.

Knowledge, Skills, & Abilities

Frequent use and application of basic technical standards, principles, theories, concepts and techniques.

Problem Solving

Provides solutions to a variety of technical problems of moderate scope and complexity.

Impact

Contributes to the completion of milestones associated with specific projects. Failure to achieve results and/or erroneous decisions or recommendations may cause delays in program schedules and may result in the allocation of additional resources.

Liason

Primarily internal company contacts. Infrequent inter-organizational and outside customer contacts on routine matters.

Minimum Education and Experience

2-5+ years with BS in designated Engineering or related field.