



Job Title: Service Engineer	Located at (Country): United States (USA)
Reports to (Functional Title): Service Manager	Department: Service Operations
1. ROLE AND CONTEXT	
Position Overview <p>The Service Engineer is responsible for conducting statutory services, maintenance, repairs, troubleshooting, and operational testing of lifeboats, davits, and deck cranes on ships and offshore installations. This role requires deployment across various locations within the United States based on job assignments.</p> <p>This position offers career growth opportunities, with the potential to progress into Senior Service Engineer or Team Leader roles as the company expands.</p>	
Key Responsibilities & Accountabilities <ul style="list-style-type: none">• Service and maintain marine deck equipment, including life-saving appliances, on ships and offshore installations in ports, shipyards, and at sea.• Conduct audits and crew training on the safe and correct operation of relevant deck equipment.• Prepare service reports and expense claims digitally via company-provided phone/tablet applications.• Identify additional work or material requirements during service and provide a debriefing to the Service Manager.• Ensure all necessary materials and equipment are available before starting a job.• Assist the Service Department in preparing quotations and locating technical data.• Maintain a clean and organised work environment, including personal tools and assigned workspace.• Provide technical expertise and troubleshooting support to colleagues and customers.• Support the Procurement Department with technical input when required.• Identify potential process improvements and discuss them with management.• Perform other associated duties as assigned by the Service Manager.	
2. REQUIREMENTS	
Education & Experience <ul style="list-style-type: none">• College-level degree in a relevant mechanical or technical subject (or equivalent relevant experience).• Minimum 3 years of experience as a lifeboat/davit service engineer or technician.• Must have legal entitlement to live and work in the USA.	
Technical Knowledge & Skills <ul style="list-style-type: none">• Strong understanding of maritime life-saving appliances and deck machinery.• Proficiency in Microsoft Outlook, Word, and Excel.• Familiarity with service reporting applications on mobile devices (phones/tablets).• Basic understanding of ISO 9001, 14001, and 45001 standards (preferred but not mandatory).	
Personal Competencies & Work Style <ul style="list-style-type: none">• Ability to work independently and efficiently under tight deadlines.• Strong problem-solving skills and initiative in handling technical challenges.• Excellent communication skills for interacting with customers, colleagues, and stakeholders of various nationalities.• Ability to work flexibly, including outside of regular business hours, due to the maritime industry's demands.• Ability to travel regionally and internationally to job sites and training courses as required	



3. WORK ARRANGEMENT & DEPLOYMENT EXPECTATIONS

- **Deployments:** Assignments will vary based on job nature and location, typically ranging from a few days to several weeks.
- **Urgent Assignments:** Engineers may occasionally need to arrange their own travel and accommodation if urgent jobs require immediate mobilisation and time zone differences delay Service Operations office approvals.
- **Home-Based Role:** Service Engineers are not required to report to a physical office during downtime.
- **Mobilisation Requirement:** Engineers must be prepared to mobilise within 2 hours of notification during standard working days if last-minute or urgent deployments are requested.

4. COMPLIANCE AND SAFETY

- Service Engineers are expected to **follow all company safe working practices** at all times.
- Must maintain an **adequate level of physical fitness**, as the job involves climbing pilot ladders, shore-to-ship transfers, heavy lifting, and manual labour in shipboard environments.