

## Senior ITS Engineer – Signs & Signals

Messagemaker Displays has built a significant product range and accrued a wealth of technological knowledge and innovation over almost twenty years. As part of Stocksigns Ltd, both brands work under one roof in Redhill, Surrey. The company specialises in LED highways signage within the wider ITS (Intelligent Transport Systems) industry. Delivering LED signage solutions for the strategic road network, local and urban roads, industrial settings and temporary traffic management.

This new role of Senior ITS Engineer will be primarily based on-site in Redhill but will involve site visits around the UK, as needed, for commissioning, repair or maintenance. This position will play a crucial role in supporting Messagemaker Displays' rapid growth with the development of new products and fulfilling key projects, as well as directly supporting the Technical Director with NPD and projects, as well as managing an efficient workshop alongside the LED Technicians.

### Key responsibilities

- **Commissioning new signage and fault finding** on existing orders and projects, ensuring the highest quality and performance.
- **Managing the Messagemaker workshop**, overseeing operations and ensuring efficiency.
- **Commissioning LED products and systems**, and providing training for clients to ensure proper usage and maintenance.
- **Testing, fault diagnosis, and repair** of faulty products, ensuring quick and effective solutions.
- **Providing technical support** to clients over the phone, email, or through site visits, addressing their concerns and queries.
- **Developing new products** with key suppliers to keep up with market trends and technological advancements.
- **Offering technical advice** to internal sales staff to ensure the optimum products and solutions are offered to the end customer.
- **Liaising with suppliers** to ensure products are manufactured to the required specifications.
- **Writing specification documents** required for the manufacturing of products and systems.
- **Conducting and documenting Factory Acceptance Tests**, ensuring products meet quality standards.
- **Stock management**, ensuring adequate inventory levels and efficient use of resources.
- **Site visits** occasionally, to liaise and assist with project work or remedial issues, maintaining exceptional customer service daily to our existing client base.

### Required Technical Skills

#### Essential:

- Hands-on experience dealing with electrical and electronic products and systems.
- Knowledge of data communication protocols.
- Experience with software package installations on Windows operating systems.
- Ability to read and understand electrical and electronic schematic diagrams.
- Comprehensive knowledge of electrical and electronic circuits, voltages, and currents.

#### Desirable:

- Previous experience working with LED components.
- Working knowledge of IT networking using TCP/IP and UDP.
- Working knowledge of Serial Communication Protocols (RS232, 485, and 422).

- Knowledge of picture and video editing software packages.
- Server setup for cloud-based software packages.
- Knowledge of DNS and port forwarding.
- Experience installing and commissioning electronic and AV equipment.
- Knowledge of mechanical fixings and tools required for installing electronic equipment in indoor and outdoor environments.

#### **Qualifications**

- Bachelor's degree in Electronics Engineering or a related field.
- CSCS certification (desirable).
- IPAF certification (desirable).
- PASMA certification (desirable).
- Full UK Driving Licence.
- Attributes
- Positive attitude towards customers, colleagues, and suppliers.
- Good attention to detail and ability to think logically and demonstrate quality workmanship.
- Excellent communication skills, both verbal and written.
- Strong team player.

#### **In Return**

- Opportunity to work on exciting and cutting-edge projects.
- Chance to work in a growing and developing marketplace.
- Comprehensive training and support will be provided.
- Expectation to progress within Messagemaker.
- Great team to work with.
- Private Health care after probation.
- Online health support
- Supporting local charities through events and volunteering.
- £20 p/m towards gym membership or health related service after probation.
- Good pension contribution from Employer.
- Free Pilates session every two weeks.
- Walt & talk session every two weeks.
- Fruit, tea and coffee supplied at workplace

**Job Type:** Full-time 40h p/w

**Salary:** £38,000 to £42,000 per year

To express your interest in this role please send your CV to [sales@messagemaker.co.uk](mailto:sales@messagemaker.co.uk)