



MEMKO SYSTEMS PRIVATE LIMITED
CIN: U72200KA2016PTC130125
GSTIN: 29AAKCM2233N1Z2
PAN: AAKCM2233N

POSITION DESCRIPTION STATEMENT

Job Description

<u>Job title:</u>	Technical Services Officer
<u>Work Location:</u>	RT Nagar, Bangalore
<u>Type of position:</u>	Full-time
<u>Direct Report to:</u>	Technical Services Manager, Engineering Manager

Purpose of the position

The purpose of this role is to provide technical support for MEMKO's Customer aircraft at a consistently high level to ensure compliance with company procedures and National Airworthiness Authority Regulations.

Internal Relationships

- Technical Services Team and Manager
- Engineering Team and Manager

External Relationships

- Customers
- Business Associates

Job Scope

- Act as a principal for all technical service information to and from the MEMKO customer Technical Service departments
- Manage the status reports for MEMKO customer aircraft Technical Services documentation
- Attend and represent MEMKO at customer aircraft progress meetings
- Provide advice to production for the interpretation of approved data for MEMKO's customer aircraft
- Assess, analyse, develop and prepare technical reports
- Assess, analyse, develop and prepare MEMKO's Technical Services Procedures
- Assist production in the research for parts, materials and consumables and their alternatives for MEMKO's customer aircraft
- Assess, analyse, develop and prepare approved data for repairs to defects outside of approved maintenance data for MEMKO customer aircraft
- Administration of approved maintenance data
- Assess, analyse, develop and prepare maintenance data for MEMKO customer aircraft maintenance programs
- Prepare aircraft delivery documentation for the approval of the initial System of Maintenance



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- Assess, analyse, develop and prepare reliability programs for MEMKO customer aircraft maintenance programs
- Assess, analyse, develop and prepare maintenance programs for MEMKO's customers
- Assist in the preparation and development of TRAX documentation to support the System of Maintenance for MEMKO's customers
- Assess and analyse service literature for incorporation into MEMKO customer aircraft maintenance programs

Responsibilities

- Provide a consistently high level of service to MEMKO customers in a prompt and pleasant manner
- Oversight, management and maintenance of proper technical service information
- Provide and administrate maintenance data and programs
- Ensure that proper documentation and handling of service information is provided
- Ensure a good representation of MEMKO
- Adhere to National Airworthiness Authority Regulations and MEMKO's policies
- Ensure that proper and accurate information is created and maintained at all times
- Ensure that the Technical Services Manager is kept up-to-date with all relevant information

Requirements

- Aptitude for technical and compliance related work
- Tertiary Qualification in Aviation Engineering or in a related field will be an advantage
- Good knowledge of IT services and practices
- Excellent computer skills i.e. MS Office (Excel, Word, PowerPoint, Project, Visio), TRAX
- A high degree of initiative and drive, and the ability to work under minimal supervision
- Good organizational and time-management skills
- Profound knowledge of the National Airworthiness Authority Regulations
- Sound problem solving and analysis skills
- Good public relations skills and customer-service oriented
- Outstanding interpersonal skills
- Excellent communication skills - fluent in written and spoken English
- Strong documentation and presentation skills