TECHNICAL ASSISTANT

JOB DESCRIPTION

Who are Idwal?

Very few people have heard of us, but we're a Cardiff based maritime technology company and world leaders in ship inspections. Whilst we have a 100 year-old history as part of the Graig Shipping Group, we have also revolutionised the industry with the introduction of the first online platform. At the simplest level this lets anybody order a vessel survey at any port in the world, then view the results and receive a grading.

This is just the starting point though. Not only does the sheer depth and breadth of data captured create new business opportunities (e.g. market comparison and performance), we're also able to bring innovative new solutions to market (e.g. drone inspections and VR walkthroughs). In addition, we provide a range of other services, such as portfolio oversight and dry dock management, but these need a bit more explaining.

Why work at Idwal?

We've got a fairly unique environment, blending the essence of a technology startup with the heritage and market knowledge of a 100 year-old shipping company.

On the one hand, we have many of the positives associated with a tech startup. We work in a fast-paced environment that encourages entrepreneurship and innovation, where we both empower and support our people. We're also developing industry changing products using the latest technologies.

On the other hand, we don't have the negatives associated with a tech startup. We're self-funded, we're established in market and we're profitable. Furthermore, we have solid and achievable growth targets, along with a global client list that includes leading banks, financial institutions, private equity groups, ship owners, brokers, insurers and charterers.

What is it like at Idwal?

We like to think of ourselves as a family, which isn't surprising when you consider we originated from a 3rd generation Welsh shipping family. We're friendly and sociable, and regularly get together for team and charity events.

We also value our team. We make every effort to provide an environment where people enjoy coming to work and have the opportunity to thrive and as we have more than doubled our workforce in the last 18 months, there are plenty of opportunities for progression. Finally we have a great view of Cardiff Bay and an excellent coffee machine.

We are currently recruiting for a Technical Assistant based in the UK to join our global technical team. This role could be based remotely or in our head office in Cardiff. If remote-based there may be the occasional need to visit our head office in Cardiff.

PURPOSE OF POSITION:

The Technical Assistant role will offer day-to-day support to the Idwal technical department, ensuring the efficient and high-quality delivery of technical inspection reports to the Idwal customer base and provide further resourcing capacity into the business to ensure it can meet the continued demand for its services.

Assisting primarily with the interpretation, correction and adjustment of all technical reports and supporting data is a key function of the Idwal technical team and the Technical Assistant role will contribute effectively to this overall process, in order to ensure quality standards are always maintained.

RESPONSIBILITIES:

- On completion of training, partial responsibility will be held for allocated customer-related technical reports and review of surveyor-originated data in order to meet the required standards for the final product within prescribed deadlines.

- Initially, all data will be passed to the senior technical team for a final review and sign off prior to release to the customer.

SPECIFIC DUTIES:

- General report processing, reviewing, re-writing and / or Quality Checking (QC) review of final reports within the technical team;

- Uploading and organisation of reports and supporting data to the ASIMS inspection management system;

- Downloading, organisation and sharing of various data from outsourced surveyors, in support of the internal processing requirements;

- Contributing to the delivery of Classification Records Reviews (CRR) and Remote Asset Reviews (RAR);

- Contributing to the successful delivery of bespoke project work as may be required from time to time, always under the strict direction of the Senior technical team;

- Contribution to surveyor feedback and performance loops, supporting surveyor performance standards and continuous improvement where possible;

- Responding to surveyor queries as they arise from time to time;

- Supporting compliance with the company's quality management system as governed by the ISO:9001 standard;

- Attending and contributing to surveyor pre-inspection briefings and meetings with clients;

- Becoming fully familiar with the types of survey conducted by Idwal, how standards differ, how the products and final reports vary and offering technical support into each one:

  - General condition inspections – key finance clients
  - General condition inspections – general finance clients
  - Pre-purchase inspections
  - Pre-sale inspections
  - Pre-charter vetting inspections
  - General charterer vetting inspections

- Contributing effectively and suggesting any software or process changes which may be required in order to streamline the technical workload;

- Promote, protect and preserve the reputation of Idwal Marine Services and undertake any other tasks that may be requested from time to time.

ESSENTIAL REQUIREMENTS

- Excellent work ethic

- Demonstrate teamwork, interpersonal and communication skills

- Knowledge, experience and understanding of safety and quality management practices in the marine industry

- Good knowledge of International Maritime Regulations and Marine Industry standards

- Self-motivated, well-organised and able to work without direct supervision

- Nautical or Engineering based degree and/or OOW (II/1) or EOOW (III/1)

DESIRABLE

- Previous experience as a marine surveyor

- Previous experience in a marine shore based role

- 5 years sea time