

## Job Description: Warranty Test Engineer



**Department:** Warranty

**Job role overview:** Warranty Test Engineer within the Warranty Team.

The role of Warranty Engineer involves providing coordination between Triumph Warranty and Quality teams to enable swift resolution of technical and warranty concerns. You will investigate key issues identified through the warranty system.

You will manage and maintain the Warranty workshop in line with the H&S and Triumph internal policies.

The role also involves the operation and maintenance of the Triumph warranty claims systems, based on AS400 and the Triumph online portal.

**Report to:** Head of Warranty

**Location:** Hinckley, Leicestershire

### **Duties and Responsibilities:**

The Warranty Test Engineer duties revolve around identification of key warranty and technical issues and coordinating the investigation with our internal quality and design teams.

- Manage the return of warranty parts from global markets to Hinckley
- Manage the newly created Warranty workshop in line with the H&S and Triumph internal policies
- Inspect, measure and test Warranty returned parts in line with the technical specification
- Replicate the failures modes and the customer symptoms through comprehensive vehicles and rig testing
- Liaison with Overseas Distributor and Subsidiary Warranty & Technical Contacts to obtain technical details of identified warranty concerns
- Liaison with Quality and Design depts. including the provision of data, information, and parts
- Overseas Distributor and Subsidiary Warranty & Technical Contact
- Drafting, checking, and distributing Technical Publications
- Improved reporting – operation of current reports to alert Quality to warranty issues, maintenance, and development
- Produce and maintain warranty policy and procedure documentation

Other tasks:

- Carry out & coordinate repair time analysis
- Maintain the Warranty Claim system (AS400)
- Process incoming warranty claims (AS400)
- To undertake and assist with projects as required by your Manager
- Any other ad-hoc duties as required by your Manager

# Person Specification: Warranty Test Engineer



	Essential	Desirable
<b>Qualifications and Attainments</b>	<p>Maths and English GCSE grade C or above</p> <p>Minimum City &amp; Guilds Level 3 Diploma in Motorcycle Maintenance and Repair Competence or equivalent</p>	
<b>Professional Experience and Skills</b>	<p><b>Full motorcycle driving licence. Motorcycle or automotive technician, or automotive technical support experience.</b></p> <p>Good knowledge of motorcycle mechanical, electronic fuel injection and electrical systems.</p> <p>Workshop experience</p> <p>Strong verbal and written communication skills</p> <p>Ability to work with data, analyse and summarise</p>	<p>Confident user of Microsoft applications including Word, Excel and Outlook email, calendar and task setting.</p>
<b>Personality and Motivation</b>	<p>Self-motivated and resilient. Flexible and adaptable. Able to take instruction and work under pressure. Excellent communication skills, clear and concise written and verbal skills</p>	
<b>Appearance and Characteristics</b>	<p>Well-presented and the ability to engage with emotional intelligence with all stakeholders and customers.</p>	
<b>Circumstances</b>		