



## Human Resources: Recruitment Product Group Position

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<b>Title:</b>	<b>Product Support Engineer</b>
<b>Contract/Permanent:</b>	<b>Permanent</b>
<b>Department:</b>	<b>Product</b>
<b>Reports to:</b>	<b>Product Group Manager</b>
<b>Salary Range:</b>	<b>TBD</b>

### **The Company:**

Martin Audio enjoys an international reputation for supplying professional loudspeaker systems across the spectrum of touring, theatre, and installation applications.

The company was founded in 1971 by engineering maestro Dave Martin. His vision was to enable bands to play to larger audiences and be properly heard for the first time. The reputation of Martin Audio speakers quickly grew and soon we were producing world class touring systems for the super groups of the day.

Renowned for integrity in design, technical excellence and the longevity of its products, Martin Audio takes system creation into a further dimension. Our mission is for every member of the audience to enjoy an exceptional sonic experience faithfully reproducing the artist's performance.

### **Location:**

The company's UK headquarters at High Wycombe houses dedicated research & development facilities, manufacturing processes, demonstration suite, warehousing, management, sales, and customer support offices.

### **Qualifications required:**

Applicants from Acoustics, Audio, Audio Engineering, with a passion for the audio industry and an interest in product development.

Candidates must be a team player, but able to work unsupervised after a period of training

A university degree with average score of a 2:1 or above is preferred but not essential, experienced candidates without a degree will be seriously considered. You will be highly organised with a keen eye for details. A good knowledge of all MS Office products is essential

You will use your own initiative to prioritise your workload and problem solve while flagging to senior members of the team when appropriate. This role is fast paced and will involve working on different tasks with varied deadlines so a calm, methodical approach and the ability to multi-task is key. Excellent communication skills, energy and enthusiasm are a must!

### **The Job:**

The candidate will work in the Product Support Group area of the business. They will receive training in core processes and methods and then be expected to support various aspects of the department, including off site and event work where applicable.

In the initial stage the tasks will include: -

- Design operationally optimum systems utilising proprietary (EASE) and in-house design software.
- Present system designs to sales and/or customers.
- Provide information for inclusion in tender documents, including creating a standard Martin Audio format



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- Applications advice and first line of support.
- Product demonstrations
- Liaising with Sales and Engineering over new product designs.
- Identifying and reporting sales opportunities.
- Support / liaising with visitors during exhibitions and other marketing events
- Report on product performance strengths and weaknesses.

It is anticipated that after a period of training the candidate would be able to extend the tasks and responsibilities to:

- On-site support of Martin Audio concert PA systems.
- On-site commissioning of projects.
- Liaising with and advising audio consultants.
- Organising and presenting training (internally and externally).

#### **Skills & Experience:**

- Ideally fully AFMG EASE trained, but not essential
- Measurement systems MLSSA, SMAART, Systune, etc
- Detailed knowledge of sound system acoustics
- Experience with modern DSP and amplifier platforms
- Experience with rigging large scale line arrays
- Disciplined in concert sound system preparation and maintenance
- Experience in sound system design for installation

#### **Benefits:**

Comprehensive benefits package includes: Life Assurance, Income protection, Pension, Bike2work scheme, 25 days holiday increasing with length of service, staff discount on company products. Group Bonus scheme.

**To Apply:** Contact Alicia Cousins HR Department. [Alicia.cousins@martin-audio.com](mailto:Alicia.cousins@martin-audio.com)