Job Description

Job title: **Coding / Programming Technical Services Engineer**

Based: Wheatley, Oxford, UK

Reports to: Coding/Programming Services Manager

No. Direct reports: 0

About Opus IVS

Drew Technologies, Autologic and AutoEnginuity form an Opus Division called Intelligent Vehicle Support (IVS). The Division is owned by Opus Group AB (listed on Nasdaq Sweden), a technology-driven growth company in the vehicle inspection and vehicle services markets

Autologic built a legacy in complex European vehicle diagnostics by introducing a revolutionary scan tool that gave shops coding and programming capabilities only OEM's had at the time. From that original platform the IVS connected diagnostic support has expanded to now include Asian and Domestic vehicles.

Drew Technologies developed OEM-factory authorised tools used at dealerships and dominated the aftermarket in J2534 flash diagnostic products. With our innovative products, independent repair shops now have the same capabilities as OEM's.

Autologic supports 6,000 customers worldwide, with a total Group turnover of £16m per annum. IVS has offices in the UK, US - New York, California and Ann Arbor and Australia - Melbourne. IVS Global no. of staff 320.

Normal working hours: Monday – Friday 09:00–17:30

There may be a requirement at times to work outside of normal working hours in order to meet the demands of our customers and the needs of the business.

Occasionally you may be asked to fulfil some UK and overseas travel and overnight stays may also be required.

Job summary:

The role involves working with the Field and Research Software Engineering teams (which form part of the Global IVS Diagnostics Team) and the Technical Support team

You will be part of a team investigating vehicle data logs, reviewing existing code and developing new diagnostics routines.

The work involves supporting our customers and in-house technicians by telephone, email, and internal CRM by providing information on our diagnostics software, providing software improvements, bug fixes and remotely coding and programming cars.

Key responsibilities and accountabilities:

- Working with CPTS Lead to improve any processes
- Working with Product Group Lead to improve any processes
- Interacting with the customer to determine the nature of the technical issue
- Investigating vehicle data logs
- Developing new routines and / or fixing code
- Deploying solutions
- Remote Assisted Coding and Programming for supported brands
- Documenting any resolutions
- Contribute to the updating of all team procedures under ISO9001 ensuring all necessary changes documented
- Other ad hoc tasks as delegated

Specific job skills:

- Detail oriented
- An analytical and critical thinking mindset
- Demonstrable ability to discover and fix errors in code
- Significant experience in coding / programming
- Ability to act proactively & collaboratively
- Positive attitude and team player

Required Computer/Programming skills

- Graduate Entry level or with at least one year of experience in Automotive software development
- C#, Visual Studio
- Programming POWERBASIC and Script
- Basic spreadsheet operations

Qualifications:

- Degree in Engineering or equivalent professional experience

Employee Benefits

- *Life Insurance* (immediate cover): provides 4 times annual salary in the event of death.

- *Enhanced holiday entitlement*: 25 days per annum (compared to a statutory minimum of 20 days per annum), increasing to 30 days based on length of service. In addition, there are normally 8 days paid public holidays. (Part-time is pro-rated)

- *Enhanced Pension*: the company's personal pension plan operates under auto-enrolment. The Current government requirement is 5% employee, 3% company = total 8%. However, Autologic pay 4%, leaving the employee to pay only 4%. In addition, the company will match the employee contribution up to a maximum of 5% of salary if employee contributes 5%.

- *Private medical insurance* (PMI) scheme: Upon successful completion of the probationary period employees will be entitled to join our Medical plan (single option) which the company pays for. This is a taxable benefit, included on your P11D. Married, Partner, Single parent or Family option can be added at additional cost to the employee at the beneficial rates the company has acquired. As a member of the PMI you have access to subsidised:
  - gym membership
  - healthcare products
  - nutrition products
  - sports and fitness products
  - experiences
  - health technology products
  - physiotherapy and GP online appointments

- *Employee Assistance Programme:* via BEN.org an Automotive Industry specific based charity. They give life-long support to anyone (and their dependents) who has worked in the automotive industry.