

Jack Smallwood

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Profile

Technical Support technician for GPS guidance machine control in the heavy construction industry.

Experience

Machine Control Support Engineer, Leica Geosystems – 2021-Present

At Leica Geosystems, I work for the manufacturer of on the biggest global producers of survey and geomatics equipment. I represent the company in the best light possible and strive to protect the reputation of the brand. I work with customers to diagnose issues, provide training, on site, telephone and email support to minimise downtime on their job sites. The equipment I work with is highly technical and keeps me engaged everyday which I enjoy. I really enjoy the problem solving element and I've always enjoyed helping and teaching people how to use the equipment personalised and tailored to their needs. My daily tasks are the same as my previous role but I now act as 2nd tier support. Due to this I need to have vast knowledge of the product line and a deep understanding of the UI, specification, software and hardware information.

Boels Rental - Machine Control Division - Technical Support Manager/Applications Engineer – 2019-2021

As Technical Support Manager, I was responsible for resolving issues and training customers for the machine control & survey equipment, Boels Rental sold and hired out. My day to day duties included: GPS initial setup on site, operator and engineer training on site, on-plant equipment setup and configuration. Producing 3D model data for the machines to work from to display data for the site they work on, using multiple software packages. Site localisations - surveying the site and creating the relevant coordinate system for plant to work from. PDI of all kit - including formatting, firmware and customer data. Fault finding and diagnosis and then providing phone, email, remote or onsite support. I would also assist in sales orders and provide technical advice to customers and our sales team. Also managing over 100+ RTK licenses and data sim cards.

Freelance Site Engineer – 2015-2019

As a site engineer I was responsible for setting out of building sites using TPS and GPS survey equipment. I was to mark out where key elements of the site would need to be placed by reading site drawings and using a Leica TS16 total station and Leica GS15 GPS unit to create surveys and assist subcontractors in providing information for them to work to such as foundations & drainage. I began with Shaylor Group and would go on to work for myself and would subcontract my services to multiple companies over the 4 years of my professional career.

Education	Nottingham Trent University – Construction Management BSc - 2012 - 2015
Skills	<p>Nearly 4 years Technical Support experience, First Aid trained. Fast learner and adaptive to new technology. Confident delivering technical advice and understanding new software and hardware as new updates arrive.</p> <p>Outside of work - I like to run, I train in Jiu Jitsu and practice Yoga. I am also currently studying basic web development tools such as HTML5 & CSS3, as well as JavaScript, jQuery, Bootstrap, React.js, Node.js, Database Theory, MySQL, Git and more at the University of Birmingham - remote and part time study.</p>
References	Supplied on request.