

ROLE PROFILE



Name			Role Title	Acoustic Support Analyst	
Reporting To	Optimisation Manager	Reporting To This Function	NONE	Deputy	None
Role Purpose	<p>Supporting the development and on-boarding teams. This role is responsible for supporting both Development and field teams with the analysis of acoustic data using FIDO AI, Bugs and data from other proprietary acoustic loggers. This role will also be responsible for gathering and analysing acoustic, flow and pressure data to provide insight for the development of our FIDO AI as well as points of interest from logging exercises for clients and our own teams. In addition, the role will be expected to represent FIDO on training and trials of FIDO technology with the company's clients. The acoustic support analyst will provide technical support to the On-boarding engineer.</p>				

Key Responsibilities	
<p>1. This role</p>	<ul style="list-style-type: none"> (1) Conduct analysis of acoustic, flow and pressure data for FIDO AI development. (2) Conduct analysis of acoustic, flow and pressure data of FIDO bug deployment, creating Point of interest packs for leakage technicians to follow up. (3) Provide Classroom training on FIDO technology (Data Analysis methods). (4) Provide onsite, telephone and email support and skill development on FIDO technology. (5) Conduct Bug deployment to assist the development of FIDO AI. (6) Provide feedback to the development team on client issues with FIDO technology. (7) Provide feedback on new ideas, client recommendations to the development team for future development of FIDO technology. (8) Support trials of FIDO technology for the company's clients.
<p>2. Health and Safety</p>	<ul style="list-style-type: none"> (1) Ensure PPE is checked regularly and recorded. (2) Checks of equipment and tools before use. (3) Check Risk Assessments and Method Statements prior to commencing work. (4) Comply with clients H&S policies and PPE requirements.
<p>3. Within the company</p>	<ul style="list-style-type: none"> (1) Always maintain a professional attitude and appearance. (2) Ensure all work is carried out within SLA metrics. (3) To make sure all admin work both electronic and manual is completed in good order in good time. (4) To take on any reasonable requests made by management.
<p>4. Admin</p>	<ul style="list-style-type: none"> (1) Monthly WRAP sheets sent to the office. (2) Receipts for expenditure uploaded and retained. (3) Personal expenses submitted on time. (4) Job and Client notes uploaded in good time.

COMPETENCY REQUIREMENTS TO COMPLETE JOB	
Skills	<ul style="list-style-type: none"> ➤ Experience of analysing Acoustic leak noise (preferable) ➤ Highly proficient in FIDO technology (preferable) ➤ Proficient in IT and data analysis ➤ Ability to complete Risk assessments ➤ Strong communication skills ➤ Make use of a variety of systems to track leaks through from first identification to repair ➤ Cross-reference sounds and evidence trails to validate leak datasets ➤ Keen eye to detail and methodical approach ➤ Produce reports on findings
Knowledge	<ul style="list-style-type: none"> ➤ Experience in the water industry and/or audio analysis would be beneficial ➤ Understanding of Leak detection methodologies (preferable) ➤ Knowledge of Agile/Scrum/Fourier transform/audio analysis/leakage reduction (advantageous) ➤ Health and safety ➤ Understanding of the risk / impact of leakage activities ➤ Wide variety of leakage detection techniques and their application ➤ Road traffic regulations pertinent to job ➤ Experience with GIS or similar mapping products ➤ Proficient in Microsoft Office, particularly Microsoft Excel ➤ Computer literate and comfortable learning and using new systems
Attitude	<ul style="list-style-type: none"> ➤ Thorough ➤ Open minded ➤ Willingness to complete workload ➤ Courteous
Training / Qualifications	<ul style="list-style-type: none"> ➤ Water hygiene (preferred) ➤ Blue Water (preferred) ➤ Full driving licence (essential)
Experience	<ul style="list-style-type: none"> ➤ Minimum 2 years in similar role