



Klein Marine Systems

MEET THE TRAINER



Rob Clerkin

With over (30) years of marine electronics knowledge, Rob delivers a comprehensive training program for operators at various levels. Mr. Clerkin has been responsible for the in-house sonar system training program, equipment demonstrations, operator training, customer service and assistance to the sonar test department for troubleshooting and repair.

Test - Sonar

- Test, troubleshoot and repair sonar production electronics from the system to component level.
- Test and calibrate electronic circuitry relative to Klein sonar product line.
- Work from test procedures, schematics and wiring diagrams; update, modify, ECN as needed.
- Test and debug prototype and first-article sonar electronics from the system to the component level using engineering documentation, sketches and red-lined drawings.
- Perform Sea Tests on sonar equipment as needed.

Test/Repair – Navigation & Waterside Security

- Conduct shipboard repairs and/or equipment installations as required.
- Assist with remanufacturing and testing of parts.
- Perform/assist with in-house troubleshooting of returned navigation equipment
- Perform ECDIS CPU updates/repairs
- Track and process all navigation material returned to Klein for repair against RMS's or SWO's (Excludes items returned for Warranty credit.)
- Maintain and redistribute Service Bulletins in house and to dealer base. Post on Klein website.

Customer Service - Sonar

- Interface with our international customer base providing operational support and technical assistance via phone and email, occasionally in real-time during critical survey missions.
- Undertake technical field jobs for both training and direct survey assistance.
- Perform product support and formal and informal training in-house and on-site.
- Perform customer demonstrations at sea as needed.
- Instruct users in the proper operation and maintenance of equipment.

Customer Service – Navigation

- Answer and/or direct incoming calls for service arrangements as required.
- Provide telephone support for troubleshooting as required.

Mr. Clerkin conducts technical analysis of product implementations, modifications and enhancements to products in accordance with specific customer specifications and implementations. Troubleshoots technical problems and issues, determines technical solutions in accordance with products and customer specifications, and recommends actions to company or customer representative for coordinated product solutions. Mr. Clerkin conducts on-going technical training and product briefings with customers, vendors and company representatives. Installs, operates maintains repairs and modifies equipment. In addition, Mr. Clerkin performs a variety of maintenance and technical support on products, equipment, integrated systems and subsystems, and software upgrades at customer and/or field locations. Analyzes and evaluates products and related performance. He also, installs, upgrades and removes products ensuring coordinative engineering field changes, maintains effective customer communications and relations and provides on-site training of customer support personnel.

