

Introduction

The company see it as good practice to define the role of each member of staff in order to clearly identify the roles and responsibilities. The following is meant as a guide and not an exhaustive schedule and can be subject to change at any time.

Position Overview:

The Service Engineer has an integral role within the companys ethos to provide total support to the customer. The service engineers responsibility is to support and provide an after service to include installation, commissioning, routine maintenance and breakdown assistance on the equipment supplied, as well as being a focal point for the clients staff on the ground.

Reports to: Service Manager & General Manager

Role, Responsibilities & Requirements

1. The Service Engineer is required to support the companys customers and its equipment installed on customers sites/plants. The role is integral to the company's philosophy of providing comprehensive and professional support from assisting with the detail design of the equipment, manufacturing, supplying, installing, commissioning and servicing to all its customers.
2. The role is a multi faceted role that requires good engineering skills in mechanical and instrument engineering with a background knowledge of electrical equipment.
3. A sound technical knowledge of the products and equipment the company supply services will be essential to the success of this position.
4. The Service Engineer will be predominantly vehicle based and required to travel to customer sites across the UK with over night stays, some offshore or international travel may be required. A good driving history and a safe approach to driving is essential.
5. Liaising with the Service Manager or General Manager you will receive instructions to visit customer sites to carry out various tasks such as servicing, installing, fault finding and commissioning of actuators, valves and associated controls systems.
6. Excellent interpersonal skills and the ability to converse professionally and effectively with customers will be essential for the position.
7. Safety is fundamental. You must have excellent safety consciousness, always considering your own personal safety and that of others around you. Understanding the implication of your actions when on site, and the ability to adhere rigidly to customers specific safety requirements.
8. The ability to work on your own using initiative and logic to resolve problems in the field.
9. The role will require the ability to carry out testing in accordance with either our testing specifications or that of the clients; you will need to be able to carry out testing on site or in house often witnessed by the customer.
10. Report writing clearly and concisely, detailing the service works or testing carried out and submitting them to the customer and the office along with accurate time and expenses records to facilitate accurate billing.

11. Service work is often required to be carried out to very tight deadlines, considering plant shutdowns or limited windows of opportunity to carry out works to minimise production loss. You may be required to work additional hours or unsociable hours so a flexible approach is essential.

N.B. Notwithstanding the detail in this job description , the job holder will undertake such work as may be determined by the General Manager from time to time, up to or at a level consistent with the principal responsibilities of the job.