



## JOB DESCRIPTION

**Job Title** : **Field Service Engineer**

**Reports to** : **Field Service Manager**

**Principle Duties:**

The purpose of the Field Service Engineer is to ensure that all services and repairs are completed on time and where possible on the first call to achieve customer satisfaction and to meet ICE's contractual agreements.

The Field Service Engineer for Industrial Cleaning Equipment (ICE) will be expected to;

- Provide quality support to our customers through courteous and knowledgeable communication
- Ensure all jobs are attended to and repairs completed within the contracted service level agreements
- Attend follow up calls in a timely manner to complete repairs where additional; parts have been ordered
- Attend and complete scheduled planned maintenance service as instructed by the business
- Attend and complete all scheduled Portable Appliance Test (PA Test) calls on time and within allocated timeframe
- Maintain and control the highest standard of service and repair made to machinery
- Ensure that all Health and Safety rules and procedures are adhered to at all times
- Follow all technician procedures issued and ensure they are understood and adhered to
- Update all jobs in "real time" on our central database system, SERVICESMARTlite (SSL), and follow working procedure to ensure correct data is captured
- Provide accurate and detailed reports upon every site visit to maintain the integrity of asset data across our customer sites and within SSL
- Ordering parts via SSL to complete breakdown calls
- Booking in/out parts to ensure van stock re-ordering levels are adhered to and parts correctly replenished
- Help develop more efficient systems of work and/or to use any resultant change
- Regularly view vehicle conditions and ensure it is kept tidy internally and externally to promote the quality brand
- Attend company service and business review meetings

## Required Skills & Capabilities

- Excellent fault finding and testing skills of electrical, electronic and mechanical systems
- An enthusiastic and positive personality
- Exemplary customer service skills
- Excellent communication skills
- Physically fit and able to carry out manual handling tasks, i.e. lifting industrial battery packs
- Experience in the safe use of standard hand tools, i.e. spanners, screwdrivers, etc.
- Experience in the safe use of electrical tooling, i.e. powered drills, angle grinders, etc.
- Experience in the safe use of lifting equipment, i.e. trolley jacks, lifting slings, etc.
- Experience in the safe use of hot work equipment, i.e. blow torches, heat guns, etc.
- The capability to safely use walk behind and ride on industrial cleaning equipment of various power sources in a company or customer environment and in public areas such as supermarkets, shopping centres, car parks, etc. and be able to instruct and train operators on the safe use of them
- Able to work under pressure and deliver a quality repair
- Able to work on own initiative (self-motivated)
- Excellent Time Management skills and capable of prioritising workload
- Ability to organise and manage multiple priorities/methodical
- Excellent attention to detail
- Good IT skills and competent in using a tablet
- Familiar with computerised reporting system
- Flexible

## Qualifications/Previous Experience

**Essential:** Electro/mechanical experience  
Electrical and mechanical fault-finding experience  
Full driving license  
Experience in using electrical, electronic and mechanical tooling

**Desirable:** Experience of repairing industrial floor cleaning machinery  
Experience of PAT Testing  
Industrial Battery Experience  
IC Engine Experience including Petrol, Diesel and LPG