



Field Service Engineer Job Description

Job Title	Field Service Engineer
Reports to	Field Service Manager
Date Reviewed	June 2020

Background

This is an exciting opportunity to join the UK's largest independent cleaning equipment and service provider. With over 50 years of experience, ICE is able to provide bespoke solutions with a customer focused model, along with the innovative services and products offered, it continues to set the standards for its industry.

Principle Duties

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

The Field Service Engineer 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 issues 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 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 slangs etc.
- Experience in the safe use of hot work equipment i.e. blow torches, heat guns etc.
- The capability to sagely 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 licence
- 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



Offer

- Extremely competitive salary package
- Workplace pension
- 21 days holiday
- Health cash plan
- Employee benefits hub with discounts to retailers and entertainment
- Life assurance

Equal Opportunities

Our company are an equal opportunities employer and welcome applications from all suitable qualified persons regardless of their sex, marital status, disability, religion, creed, colour, race, nationality, ethnic origins or social background, or are disadvantaged by conditions or requirements that cannot be shown to be justifiable.

If you are successful and are invited to an interview, you should ensure that you bring with you to the interview the correct documentation to confirm your right to work in the UK e.g. your passport (current or expired) or birth certificate with a letter confirming your national insurance number.

Due to the large volume of applications received, we are unable to respond to every application. If you have not heard back from us within 14 days of your application, unfortunately, on this occasion, your application has been unsuccessful, but we would like to take this opportunity to wish you every success in your future job search.