



Job Description

Job Title: Field Service Technician

Reporting to: Manager: Customer Support

Description:

To provide a technical and professional service to our worldwide customer base. Delivering high standards in every aspect of customer and technical support while ensuring compliance with company procedures.

Duties & Responsibilities:

- Servicing of systems and equipment at customer locations, worldwide.
- Ability to travel worldwide.
- Provide telephone and email support to UK and worldwide customers.
- Test and Inspection of systems and equipment.
- Fault finding and diagnostics of systems and equipment.
- Construction of electrical and mechanical systems and equipment to concise engineering drawings and production timescales.
- Installation and commissioning of systems and equipment at customer locations, worldwide.
- Scheduled weekend support.

Essential Skills & Experience:

- Ability to use Microsoft packages.
- Proven experience of support and servicing of "OEM" equipment.
- Electrical control diagnostics skills.
- Computer diagnostics skills preferred.
- Robot programming experience preferred.

Qualifications

- City & Guilds qualification electrical / mechanical apprentice trained.
- HNC qualified in electrical / mechanical discipline – desirable.
- 17th Edition Wiring Regulations.

Key Attributes:

- Self motivated and able to use initiative in prioritising tasks.
- Keen to accept responsibility and accountability.
- Professional manner, able to represent the company to a high standard.
- Good communication skills.
- Flexible manner to adopt new challenges and input from peers and colleagues.
- Self-driven for progressive and continued learning and development.
- Full, clean driving licence and passport.

