



Job Description

Area of Business: Operations
Department: Service
Job title: Service Engineer
Reporting to: Service Manager

Job Summary

Reporting to the Service Manager the engineer will be responsible for undertaking pre planned and reactive maintenance tasks as well as occasional minor works. The individual will work as part of the service engineering team in conjunction with the service administrators and must show excellent communication skills.

The engineer must be able to work alone as well as in a team and must demonstrate knowledge of the relevant fire standards (BS5839-1, BS7273-4, SP2013-1 etc) and security standards (BS4737, PD6662, BS8243, etc) is essential in the role. Ability to show a collaborative approach towards finding solutions with engineering and administrative colleagues is desired. The individual will be required to participate in the on call rota.

You will have a 'can do' attitude and flexible approach to work especially around reactive calls. Providing fantastic service delivery and communication to customers on site, you will always strive to go the extra mile promoting the companies' attitude towards technical excellence. You should have the highest standards of workmanship and pride yourself on your ability to complete work to a good standard.

An engineer with good fire and security skills coupled with a good knowledge of IT and Networking would be desirable.

Personal Attributes

- No Criminal Records
- UK Driving Licence (preferably clean)
- Display initiative and desire to adopt new methods of working
- Desires to understand customers' needs beyond those initially expressed through polite and sensible questioning seeking to improve the service given
- Team player willing to be involved in team activities and objectives demonstrating honesty, integrity, and commitment
- Identifies and build relationships both internally within the business and externally with customers and key contacts
- Demonstrate good communication and collaborative skills
- Demonstrate ability to self-manage, timeliness, team skills
- Have an appreciation and understanding of the importance of the accurate completion and timely submission of paperwork and other company documents



Technical Competencies

Essential

- Widely experienced in fire and security systems maintenance activities
- Demonstrate good general knowledge of fire and security systems
- Demonstrates a pro-active and objective approach to fault finding
- Works neatly, efficiency, safely and politely
- Fix first time attitude to works – completed work should not generate call backs
- Enjoys variety of work

Desirable

- Formal apprenticeship completed
- Successfully complete manufacturer training
- Standards Training e.g. FIA, NSI courses
- Takes pride in professional and personal conduct

Product Knowledge/Experience

Essential	Desirable
Fire Alarm Systems	
Advanced Electronics Conventional panels VESDA Multi Panel Networks Cause and effect	Kentec Gaseous Extinguishing Panels Ziton ZP3 / ZP2 DRAX Graphics Packages
Intruder Alarm Systems	
Galaxy Texecom Dualcom, EMiZON, RedCare	Aritech Scantronic Remote Servicing
Access Control	
Paxton Access	TDSi PAC WinPAK
CCTV	
Analogue CCTV experience - DVRs IP CCTV Experience – NVRs CCTV over the Internet Controllers	Dahua IC Realtime BOSCH Pelco
Other	
Basic computer skills	TCP/IP Networking Skills Understanding of network switches, routers etc