

## JOB DESCRIPTION

### Service Engineer

<b>Job Title:</b>	<b>Service Engineer</b>
<b>Salary:</b>	<b>Negotiable depending on experience</b>
<b>Type:</b>	<b>Full-Time, Permanent</b>
<b>Department:</b>	<b>Service and Support</b>
<b>Location:</b>	<b>Predominantly London area with travel to other parts of UK</b>
<b>Report to:</b>	<b>Technical Service Manager</b>
<b>Benefits:</b>	<b>Private Health Care, Company Van, Laptop and Smartphone</b>

#### **Main Purpose of the Role**

Reporting directly to the Service Desk, you will be responsible for providing support to Service Contract customers at Smartcomm. You will perform all servicing, maintenance and breakdown visits as well as accurately collating and administering callout sheets / records and asset registers for all contract customer records. You will also be required to manage offsite repairs and ensure revisits are completed within the limits of the Service Level Agreement.

#### **Main Responsibilities**

- 1) Carry out scheduled maintenance visits in line with the Service Contracts level agreement, including administration of asset registers which must be updated following each preventative maintenance (PM) visit and fed back to the Service & Support Coordinator.
- 2) Carry out all service visits as required, with reference to any agreed response time, including timely completion of Service Report and feedback to customer and Service & Support Coordinator.
- 3) Carry out any necessary repair works on-site as appropriate and complete necessary paperwork and communication with the Service & Support Coordinator.
- 4) Liaise with Service & Support Coordinator in regards to all incoming Service Calls logged and attend bookings and feedback to Service & Support Coordinator.
- 5) Attend follow up service visits: Document and monitor any outstanding issues and communicate with Service & Support Coordinator to organise completion within the schedule and to best meet customer expectations.
- 6) Tracking & Reporting: Complete and present your paperwork to the Service & Support Coordinator and keep information up-to-date and accurate.
- 7) Out of hours cover: Normal working hours are as per contract, with the addition of an out of hours on call rota requiring service cover 24 hours a day for 7 days, in a period not more than once in 3 weeks in normal circumstances.
- 8) Any other duties as required by your line manager.

**Qualification and Experience**

We are looking for a person with proven Audio Visual and IT skills preferably in a service environment.

**Key Skills & Achievements**

Required	Desired
Successful candidate must demonstrate the following skills and experience:	Although not required, it would be an advantage to be able to demonstrate the following:
At least 2 years' experience in a service engineering role	Degree level education in a practical engineering degree
Prior experience in the Audio Visual and Technological industry	Have achieved some form of CEDIA accreditation
Proactive approach and able to react quickly and calmly to customer demands	Have achieved some form of InfoComm accreditation
Ability to work well independently	
Must have an excellent understanding of integrated Audio Visual systems, their maintenance requirements, and the software and hardware that comprise them.	
Attention to detail and methodical in record keeping with meticulous and proven organisational skills	
Home location to suit service area	
Manage your own work and travel time to meet deadlines and keep to daily schedule	
Physically able to complete our service duties which involve manual handling and a daily schedule across multiple sites.	
Full clean driving licence (minor points will be considered)	
Intermediate understanding of Crestron and AMX Programming. The ability to define a fault as hardware or software, able to make minor changes to service codes. e.g. – In the event of replacement hardware	

To be considered for this position, please submit a copy of your current CV to [info@smartcomm.co.uk](mailto:info@smartcomm.co.uk).