

## JOB DESCRIPTION

### Trainee Service Engineer

<b>Job Title:</b>	<b>Trainee 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 &amp; Support Department</b>
<b>Location:</b>	<b>Working mainly in SE England from High Wycombe office</b>
<b>Report to:</b>	<b>Technical Service Manager</b>

**Benefits:**

**Main Purpose of the Role**

Reporting directly to the Service & Support Coordinator you will be providing support to our Service Contracts and Service & Support clients, while learning to operate independently and under supervision. You will learn about and perform servicing, maintenance and repair works, as well as learning how to accurately complete workplace documentation.

**Main Activities**

- 1) Accompany service engineers at residential and commercial sites while learning how the service calls are undertaken provide assistance to the engineer by way of carrying equipment and cleaning up etc.
- 2) Attend formal manufacturer and CEDIA training courses, and informal in house training with senior staff
- 3) Build practical experience including; 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.
- 4) Carry out all AV/IT works as required, initially with others and following instruction from more senior staff leading to independent working.
- 5) Carry out any necessary repair and installation works on-site as appropriate for acquired skill level and complete necessary paperwork.
- 6) Liaise with Service & Support Coordinator in regards to all incoming Service Calls logged and attend bookings and feedback to Service & Support Coordinator.
- 7) Attend service visits with lead engineer to document and monitor any outstanding issues and communicate with Service & Support Coordinator to organise completion within the schedule and to best meet customer expectations.
- 8) Any other duties as required by your line manager.

**Qualification and Experience**

We are looking for a person with Audio Visual and or IT aptitude, interest and / or IT qualifications.

**Key Skills & Achievements**

<b>Required</b>	<b>Desired</b>
Successful candidate must demonstrate the following skills and experience:	Although not required, it would be an advantage to be able to demonstrate the following:
Good GCSE results in English Maths and Science	AV or IT qualifications or demonstrable interest or experience
Good work ethic with flexible and personable character	Qualifications in a programming language
Proactive and positive approach to solving problems	
Good literacy and numeracy skills	
Keen interest in technology	
Home location to suit High Wycombe base	
Physically fit for the manual elements of the work	
Microsoft office package literate	
Good references from part time or other employment	

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