

JOB DESCRIPTION

Service Engineer

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

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Main Purpose of the Role

Working with the Technical Service Desk Team, this role is responsible for providing and arranging support to Service & Support Contract customers at Smartcomm. Our Senior Service Engineers are expected to guide more junior engineers as well as perform all servicing, maintenance and breakdown visits. This role also accurately collates and administers callout sheets/records and asset registers for all contract customer records. Senior Service Engineers are also 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) Provide guidance and support to the Service Desk Supervisor and the more junior engineers, showing responsibility to the division as a whole
- 3) 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 Desk Supervisor.
- 4) Carry out any necessary repair works on-site as appropriate and complete necessary paperwork and communication with the Service Desk Supervisor.
- 5) Liaise with Technical Service Desk Manager regarding all incoming Service Calls logged. Attend bookings and give feedback to Service Desk Supervisor.
- 6) Attend follow up service visits: Document and monitor any outstanding issues and communicate with Service Desk Supervisor to organise completion within the schedule and to best meet customer expectations.
- 7) Tracking & Reporting: Complete and present your paperwork to the Technical Service Desk Manager and keep information up-to-date and accurate.
- 8) 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.

9) Any other duties as required by your line manager.

Key Skills & Achievements

| Required | Desired |
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| 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 5 years' experience in a service engineering role and other experience in the Audio Visual and Technological industry | Degree level education in a practical engineering degree |
| Ability to work through unfamiliar programmed systems and learn while applying knowledge from similar systems | Have achieved some form of CEDIA accreditation |
| Proactive approach and able to react quickly and calmly to customer demands | Have achieved some form of Avixa accreditation |
| Ability to work well independently and provide supervision of other members of the Service & Support team | Programming skills in Lutron and iLight systems |
| 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) | |
| High level understanding of Crestron and AMX Programming. The ability to define a fault as hardware or software, and make changes to programs and write program code modules | |

To be considered for this position, please submit a copy of your current CV to info@smartcomm.co.uk