

## Fire Service Engineer

### Objective

As Fire Service Engineer you will report to the Service Manager and are often one of the first points of contact between the business and our client. You have excellent written and oral communication skills, and have good technical knowledge across the fire industry. Acting as an ambassador to position the company's reputation as a leading and respected employer.

### Attributes & Skills

- Proven knowledge and FIA certificated competencies (or adequate similar training) are essential and a thorough understanding of relevant British Standards, in particular clauses relating to servicing, maintenance and commissioning
- Able to demonstrate good technical knowledge in the following disciplines: Fire Alarm, PAVA, Emergency Lighting, Nurse Call and Disable Refuge Systems
- Ability to fault find accurately
- A CSCS card will be required.
- Ideally you will have FIA's Units 1, 4 & 5 qualifications and be experienced with both addressable and conventional panels as you will be required to undertake routine service and reactive works to various fire alarm systems across the UK.
- Competent using technology such as laptops, measuring devices, smart phones etc
- Good customer service skills as you will be dealing with our high end clients on a day to day basis

### Responsibilities (are to include the following but are not limited to)

- Service and maintain in accordance with British Standards and BAFE SP201 and SP203
- Attend reactive and preventative maintenance of fire detection and alarm and gas suppression systems
- Actively support at all times, company policy and best practice
- Carry out commissioning of additional devices to existing systems
- Taking an active part in the on-call system
- Expectation of overtime and out of hours working
- Positive, self-motivated and proactive, with a 'can do' attitude
- The ability to operate effectively under pressure to rapidly changing circumstances
- Well organised team player
- To ensure that the client is satisfied in all aspects of the service prior to leaving site
- Project a high level of quality customer services at all times
- To ensure that the relevant documentation is fully completed in an accurate and timely manner – including instructions, timesheets, work reports, service reports and expense claims
- To follow Health & Safety procedures set out by the company in order to ensure the safety of you, your colleagues and others. Also, adhere to the Company Health and Safety policy.
- Adhere to company rules and ensure compliance to ISO:9001:2015 & ISO 14001:2004

### **Desirable requirements for the job**

- GENT & Advanced Fire Alarm systems knowledge is desirable
- VESDA & Other Aspirating manufacturers is desirable
- Electrical background
- ICEL accreditation of emergency lighting
- FIA F-Gas certification

### **Additional**

Your normal days and hours of work are Monday to Friday from 8.30 a.m. to 5.00 p.m. You will be expected to keep your working hours flexible and additional hours of work may be required as business circumstances dictate. This will include additional working hours during the week and weekend working.

You will be required to provide out of hours on-call support. These hours will be organised according to a rota which the Company will notify you on a monthly basis. When on-call you will be entitled to receive payment at a rate notified to you by the Company.

The Company will supply you with Personal Protective Equipment (PPE) at the Company's expense.

You will be provided with a mobile phone, laptop and PDA to carry out your role and appropriate test equipment suitable for the role.

You will be provided with a company van or car.

### **DISCLAIMER**

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as required.