

Service Engineer - Security

Objective

Reporting to the Regional Service Manager, you are a motivated, experienced and multi-disciplined engineer with extensive knowledge of the security systems industry, responsible for carrying out fault-finding, preventative maintenance, and small works on a range of systems. You are the face of the company and have excellent communication skills, acting as an ambassador to position the company's reputation as a leading and respected employer.

Attributes and skills

- Extensive experience working on large-scale networked systems ranging across CCTV, IDS and Access Control Systems.
- Experience working with a wide range of security products.
- Strong interpersonal skills, a good telephone manner and a 'can do' attitude.
- IPAF & ECS card desirable

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

- Work closely with the Regional Service Manager and Service Admin team in all service-related activities.
- Communicate confidently and effectively with internal and external stakeholders.
- Ensures all work is completed to a high standard and endeavour to meet contracted SLA's.
- Perform Preventative Maintenance tasks in a timely manner as directed by the Service Admin Team and Regional Service Manager.
- Carry out small works projects and commissioning tasks, as and when required.
- Maintain a standard van stock to give the best possible chance of achieving a first-time fix.
- Work on a selection of key accounts in a pre-defined geographical area.
- Timely submission of weekly timesheets to the Regional Service Manager.
- Ensure all work activities are captured in real time through the engineering service application.
- Carry out all compulsory internal and external training courses within given timeframes.
- Be flexible in your approach to working hours and be available to carry out overtime should the need arise.
- Follow Health & Safety procedures set out by the company to ensure the safety of you, your colleagues, and others.
- Comply to the Company Health and Safety policy.

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.