

Job Description

Job Title:	Service Engineer – Fire Systems	
Department:	Service Team	Reporting to: Head of Service Engineering
Location:	Gillingham, Kent	Hours of Work: 40 Hours weekly
Job Description Created:	November 2022	

Purpose of the Role:

You will be responsible to carry out system maintenance, fault finding, attend emergency callouts, reactive & minor or extra works to, Automatic Fire, Fire Extinguishing-Gas Suppression and Fire Aspiration Alarm Systems.

A positive and supportive, helpful attitude to your colleagues is a necessity for success in this position. A strong team player willing to go the 'extra mile' and put themselves out to help others.

Key Responsibilities (but not limited to):

- Complete electronic worksheets daily, timesheets weekly and provide weekly mileage/expense claims.
- Comply with policies relating to Health, Safety, Security, Environment, and Technical Compliance issues that affect the customer and employees.
- Assist colleagues when required with technical issues, either by telephone support or site attendance.
- Ensure all relevant engineering practices are adhered to - report any inconsistencies to a senior engineer or your service supervisor.
- Ensure all jobs, call-out, maintenance or remedial works are attended to where possible, escalate to your supervisor or a senior engineer and the office if delays or difficulties are encountered such as traffic delays/vehicle problems resulting in late/non-attendance (public transport can be used where possible). We must ensure we still meet our client's expectations and advise the client of any alterations/provide an E.T.A and avoid cancellations.
- Whilst on site update the site logbooks with details of all work carried out.
- To carry out any minor remedial/fault rectification works necessary during any PPM visit, supported by a separate call number and work sheet, and in conjunction with a written instruction/order from the client.
- Maintain company issued equipment in good condition and fit for purpose. Report immediately any damaged, stolen or missing company issued equipment to your Service Supervisor.
- Assist in the development of trainees, mentoring them in the Senseco working/best practice methods and report good progress or any areas of concern to your Service Supervisor.
- Ensure good timekeeping and housekeeping at all times, making sure you are setting the right example.
- Carry out all duties in accordance with the Company employee handbook.
- Advise your Service Supervisor of progress/concerns on any contract/site you are involved with through telephone updates and followed up with regular email.
- Develop and maintain effective Client relationships and assist in gaining future work by relaying leads and survey information to the sales team.
- Attend and prepare for engineer's meetings when required.
- Work in a cost effective and cost-efficient manner.
- Ensure all systems worked upon are left operational where possible. **Escalate urgent and critical problems prior to leaving site.** Review alternative solutions, there is a need to be resourceful at all times.

- Correctly represent the company in company issued clothing.
- Attend training courses to extend knowledge and skillset of various manufacturers products.

Qualifications & Experience

- At least 2 - 5 years, experience in the fire industry.
- Proven ability to install, test, commission and service Fire Alarm Systems and/or Security Systems.
- Excellent servicing, diagnostic and fault-finding skills, with the ability to resolve by elimination or technical recommendations.
- Ability to communicate with both external and internal customers in a professional and consistent manner.
- Computer Literate, good general IT skills including Microsoft Excel and Word. Understanding and ability of software programming on main line products such i.e. Morley, Advanced, Kentec etc.
- Assist the Minor/Major Projects Teams when required.

Personal Skills:

- To have the ability to work on own initiative with minimum supervision.
- To have the ability to fault find and resolve issues in a logical manner.
- To have good verbal and written communication skills, including to prepare reports/complete service call-out documentation.
- To have the ability to form good working relationships with colleagues, customers and outside bodies.
- Use initiative and have strong attention to detail considering the life safety industry we operate within.
- To have good organisational and time management skills.
- To have good customer facing skills.
- Management of vehicle & stock
- To comply with Health & Safety requirements

Competency Level: 2