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## Job Description

<b>Job Title:</b>	<b>Service Engineering Mobilisation Engineer</b>	
<b>Department:</b>	Service	<b>Reporting to:</b> Technical Engineering Manager
<b>Location:</b>	Field Based	<b>Hours of Work:</b> Days & Nights
<b>Job Description Created:</b>	February 2023	

### Purpose of the Role:

To support the Service Engineering Team to mobilise and both technically and commercially plan the maintenance contracts for the year ahead. To attend the site in advance of the Maintenance Team and obtain the following information and produce the following documentation.

- Download All Software from all Control panels & any Graphic Terminals & Store as required by company policy
- Download All History Logs
- Schedule Equipment details
  - Panel / VA Rack / Security System Model & Software Versions & Locations
  - List Battery Sizes in Each Panel & Age
  - List Suppression Cylinder / Gaseous Types & Bottle Age
- Supply, Fill In & Place Fire System Logbook
- Install & Commission ECO Solution (Nimbus/CLSS Etc) onto system
- Upload Asset Data into ECO Solution
- Build Annual Maintenance Planner splitting assets into a detailed planner for each visit with a focus on efficiency to ensure every visit was productive and contract planner is evenly split. Also leaving adequate time on last visit for catchup for areas not accessed.
- Advise on any Access Issues/Access Equipment required
- Produce "Fault Tracker" listing all current faults with all supporting documentation and history for the Account Manager to manage on monthly visits thereafter.
- Produce "Internal Delivery Guide" listing Panel Locations, Access Passwords, Site Stock of Spares Location and all other detail required to deliver the contract.
- Schedule any existing Site Stock of Spares, and Produce proposed site stock spares quotation for anything missing, send quotation to client and copy Account Manager.
- Produce Detailed Cause & Effect Planner with Schedule of areas to be tested, required duration, and number of engineers / client suppliers required to be present to deliver the C&E testing.
- Propose Most Efficient Maintenance Approach Engineering to Deliver to Technical Engineering Manager for TEM input and approval.
- Write and produce a detailed and professional "Initial Inspection Condition Report"

The role will also be expected to support the Service Engineering team on day to day delivery when no new contracts re required to be mobilised.

Provide a high level of Technical support to the Service Engineering Team, giving Technical input into engineering matters when asked by the TEM and the SES. Assisting planned maintenance, remedial repairs, and emergency call outs. Also supporting in mentoring the engineering team in fault finding techniques, and offering support and guidance whenever required.

Supporting the Technical Engineering Manager and the Senior Engineers in helping to train and develop the internal Service Engineering Team.

To service, maintain and fault-find as necessary, all fire and electronic security systems under contract with the company.

Ultimately, this individual will lead by example as one of our Senior Technical Engineers in the field team. The individual will demonstrate a complete commitment to achieving first time fixes, always maintaining a positive attitude offering unconditional support and guidance to ALL members of the engineering team and at all times a “can do” attitude approaching every challenge with a commitment to finding a solution.

### Skills and Experience

#### Professional Experience:

- To have at least 10 years’ proven experience in the servicing and maintaining of Fire Detection, Access Control, CCTV, Intruder Alarm Systems and other associated equipment to the applicable British and European Standards and knowledge also of all relevant BAFE/NSI codes of practice.
- To be conversant with a wide variety of products including but not limited to Notifier, Kentec, Siemens, EST, GENT, and all other products including Voice alarm/PA systems.

#### Supervisory and Technical Requirements:

- Use a pro-active approach towards improvement, growth, resourcing, and commercial understanding for all engineers, whilst demonstrating a ‘Lead by Example’ attitude to engineers
- Educate the Service Engineering Team on the importance of dealing with ‘Life Safety & Security Systems’, how to prioritise, and deliver the appropriate response
- To train/ mentor other engineers on major sites servicing.
- Check engineers working practices onsite are correct/ Paperwork correct/ reporting issues correct.
- Carry out engineer onsite training. Train trainee and improver engineers – faults/ laptop/ Servicing.

#### Personal Skills:

- Assist colleagues with telephone support and site attendances where necessary
- **To deal with engineer issues/attitude problems** including the issuing of work/callouts and requesting additional help and support from them in busy periods of work
- To make decisions, based on the needs of Senseco Systems from a companywide perspective and not from a purely engineering/engineer bias (commercial, teamwork etc)
- To supervise, coach and mentor all members of the engineering team
- To have the ability to fault find and resolve issues in a logical manner
- To have good verbal and written communication skills, including the ability to prepare reports and complete service call-out documentation.
- To have the ability to work creatively and innovatively dealing with core issues with customers.
- To have the ability to form good working relationships with colleagues, customers and outside bodies.
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#### Competency Level 2