



JOB TITLE :	Customer Services Engineer
DEPARTMENT :	Customer Services Department
REPORTS TO :	Technical Services Manager

Job Purpose:

To provide Installation, maintenance and Technical support for the company's products.

Job Description;

Reporting to the Technical Services Manager, the job-holders primary tasks and responsibilities are to provide Installation and Maintenance Support as part of the Customer Services team as outlined below;

- a) To meet all Site Health and Safety requirements and documentation required
- b) To provide installation of turnstiles including mechanical and electrical installation and commissioning
- c) To undertake scheduled maintenance site visits in line with contract requirements
- d) To undertake site visits to resolve specific problems and make repairs as required
- e) To provide feedback on projects and product functioning as required and provide user feedback for potential future improvements
- f) To provide product technical support and be the customer point of contact for issues regarding installation or maintenance, provide technical support and documents as required by the client
- g) To work nationally or internationally on occasion
- h) To provide work outside of normal office hours as required, including weekend working

The secondary role shall be to provide product assembly and test tasks as required for the Production team or support to the Design / Sales teams dependent upon the job-holders competencies and primary tasks and production tasks workload.

The following tasks are examples of activities anticipated;

- a) To assist the design team with the implementation of prototype product or special and custom orders as required
- b) To assist with the preparation of sales demonstration products
- c) To assist with product approval work as required
- d) To assist the quality department as required



Essential Skills / Qualifications

- a) CSCS Card holder
- b) Experience in Installation works within a construction/building refurbishment environment
- c) Experience using basic hand tools required for Installation & Maintenance activities
- d) Experience in applying Manual Handling risk assessment and lifting techniques
- e) A good electro-mechanical background with an understanding of electronic principles
- f) Computer literacy skills using Microsoft Office programmes
- g) Excellent Customer Service attitude and experience with telephone and email technical support
- h) Authorised to work in the United Kingdom

Desired Attributes

- a) Shows good initiative, is adaptive, and has a willingness to learn
- b) Proficient using AutoCAD LT
- c) Technical writing and documentation experience
- d) Excellent attention to detail and quality
- e) Excellent communication, organisational, and interpersonal skills
- f) Ability to work productively with others
- g) Ability to resolve problems

NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the on-going needs of the organisation.