



Service Engineer

Job Title: Service Engineer
Reports To: Operations Director
Location: UK

Job Summary:

Responsible for the installation, commissioning, maintenance and servicing of critical power supply equipment and associated electrical equipment. The individual must be customer focused at all times, must be prepared to work within and as part of a team, be able to interact with colleagues, management at all levels, clients and other trades in a professional and tactful manner, and in doing so present a positive image of the Company.

Key Tasks and Responsibilities:

1. Install and commission critical power supply equipment and associated electrical equipment.
2. Maintain and service critical power supply equipment and associated electrical equipment.
3. Provide technical support to colleagues and communicate with staff at all levels.
4. Ensure that guidelines and standards of work expected by Metartec are understood and met.
5. Ensure that follow-up work requirements are referred back to the appropriate staff within Metartec to enable necessary action and recommendations to clients.
6. Maintain a professional appearance and manner at all times, consistent with client and company expectations, and in doing so help to promote the image of the Company.
7. Observe and obey all company rules and regulations, comply with all site regulations, and safeguard Company property.
8. Complete all necessary Company documentation punctually and in accordance with any guidelines or schedules issued (including Time Sheets, Staff Expense Claims, site reports, etc.).
9. Attend all training courses and meetings as required by Metartec.
10. Provide support and co-operation to the management and to colleagues, and be prepared and willing to help and contribute to the success of the company at all times;
11. Observe and adhere to company health & safety guidelines and contribute to a healthy and safe working environment.

The above list is not exhaustive but aims to provide a broad range of duties and key responsibilities of the post.

Employee Profile:		Service Engineer
Criteria:	Essential:	Desirable:
Physical Attributes: eg, Appearance, Health	Business-like but appropriate attire. Well presented, articulate and excellent communicator.	
Attainments: eg, Qualifications, experience, training	At least 2 years experience in a commercial technical environment. Experience of engaging with customers in a pressured environment. Computer literate and experience with MS Office, Excel.	Relevant technical qualification. Electronic / Electrical Engineering experience. Proven experience in an electrical/ installation environment.
Aptitudes: eg, Communication skills Negotiation skills, Influencing skills	Strong interpersonal skills. Proven ability to organise own workspace. Ability to prioritise tasks effectively. Strong colleague/customer/subcontractor interfacing skills.	Commercial awareness and ability to communicate at all levels regarding technical matters. Willing to take on challenging assignments.
Personality: eg, Attitude, Reliability, Co-operation	Team player. Positive attitude, enthusiastic and honest. Highly motivated and uses initiative. Co-operative and helpful at all times Able to participate in a successful, committed and highly motivated team.	
Circumstances: Eg, Flexibility in hours, Mobility, Time keeping	Flexible approach to work, and be prepared to work extra hours as and when required.	