

## **JOB DESCRIPTION**

**JOB TITLE: Maintenance Engineer**

**DEPARTMENT: Maintenance**

### **1. MAIN PURPOSE OF JOB**

The Maintenance Engineer is responsible for problem solving and carrying out system repairs on Door Entry, Aerial/Satellite, CCTV, & Access Control. In addition, the provision of training and support to maintenance engineers where required. The engineer will also carry out site surveys and provide assistance on new maintenance contracts, small works upgrades and new installations.

### **2. POSITION IN ORGANISATION**

**Reporting to: Maintenance Manager.**

**Liaising with Technical Support Engineers, Chief Engineer, up to and including Director Level.**

### **3. KEY SKILL REQUIREMENTS**

- The ideal candidate should have at least 5 years' experience servicing Door Entry systems. The experience should be broad in range and cover large to medium size projects with various types of installations.
- The candidate should be trained to an acceptable level on all disciplines and being certified to CAI standards would be a benefit.
- They should have a good idea of the working at height regulations and have current roof top training certificates
- They should understand the different types of Door Entry system and be able to fault find in a methodical way.
- Good understanding of Mpeg, DTT, DVB would be a benefit but not essential
- Basic understanding of CCTV, Access Control and Intercom systems
- IP conversant and able to fault find on networks
- Understanding of ping and other network diagnostic tools
- Able to implement an IP range and implement subnets

#### **4. SCOPE OF JOB**

##### **Main Responsibilities:**

- Provide both field based and telephone support and training to field based engineers and sales consultants.
- Carry out Preventative Routine Maintenance Visits, Provide diagnostics/solutions and repairs on reactive breakdown callouts. Quality control checks to be completed and feedback provided on jobs and surveys to ensure that systems comply and are maintained to the required regulatory standards. Any poor workmanship or materials to be highlighted and addressed to maintain regulatory standards.
- Quotes and Surveys to be carried out in accordance with requests from the Sales team or the Maintenance Manager.
- Onsite training to be provided to both customers and existing or new engineering base.
- Liase with component & equipment manufacturers and retailers to evaluate best solutions.
- Provide excellent customer service at all times and establish good customer relations to promote the company image.
- To take part in the out of working hours callout rota.
- Work to policies delivered by the Maintenance Manager/Operations Director
- Ensure all company paperwork and electronic XDA device are updated and accurately completed in a timely manner.
- Maintain company assets in good condition including materials, tools, equipment and vehicle.
- Effective interaction with the Technical Support Engineers & Maintenance Manager to ensure the best level of service is maintained at all times.
- Create sales leads and opportunities to encourage growth of the business any other duties in line with the role and delivery of service.

#### **5. AREAS OF RESPONSIBILITY / ACCOUNTABILITY**

- To ensure the continued operation of all systems contracted to the company. To be proactive in identifying systems where repetitive faults occur or where we will struggle to maintain the system in the future. Where a system is beyond operational repair a solution should be provided in order to bring back to a suitably operational standard.
- Surveys for the sales team to be carried out within agreed timeframes.
- To maintain a log of sites where telephone support has been provided to maintenance engineers including types of problems to help establish reoccurring equipment faults and training needs of both individuals and the team as a whole.

## 6. KEY INTERFACES

- Residents/Customers
- Facilities Management agents
- Managing agents
- Operations Admin team, Technical Support Engineers
- Maintenance Manager

## 7. IN ADDITION

- 23 days holiday plus bank holidays
- Competitive salary
- Company van
- Company laptop and phone
- On call rota until 22:00 1 week in 6
- Private medical insurance
- A Company committed to training and developing their staff.
- Area covering London predominantly South East and East London.