

<b>Job Title</b>	<b>Service Technician</b>	<b>Directorate</b>	Service Delivery
<b>Grade / Level</b>		<b>Cost Centre</b>	
<b>Reports to (Role)</b>	Lead – Service Technician	<b>Direct reports (Roles)</b>	N/A
<b>Location</b>	Home Based with daily UK travel		

### Role Purpose

Field-based Service Technician to help support and grow our HVAC service operations throughout the UK. To service and maintain Customer plant and equipment including a variety of mechanical cooling and heating systems ranging from split AC systems to industrial coolers and heat pump chillers. Installation of temporary rental cooling and heating solutions. To provide technical assistance to Customer Service as may be required.

### Key Accountabilities

- Attend UK client sites to undertake pre-arranged maintenance inspections for preventative and scheduled maintenance of relevant plant and associated equipment.
- Attend sites to troubleshoot and repair breakdowns
- Represent and promote the Company through exemplary customer relations.
- Exemplary communication with customers, keeping them informed of progress at all times.
- Timely completion of all job sheets, timesheets and associated paperwork, fully comply with all relevant processes
- Provide regular updates and communication with Administration team to support effective close-down of the case
- Provide service as requested by the Customer Service Department in the most cost-effective manner commensurate with maintaining high customer satisfaction.
- On-call duty roster requirements (circa 1 week in 8)
- Ensure full on-going compliance with all Health & Safety requirements by all parties and comply with all Company rules and policies as distributed
- Timely feedback to appropriate departments regarding ongoing issues and close liaison with Lead Technician and Service Manager.
- Maintain all service tools, test equipment and ensure protective clothing is in a serviceable condition.
- Maintain an adequate vehicle stock in order to minimise duplicate calls and transport costs.
- Identify possible areas where service procedures on plant and associated equipment might be improved.
- In addition to the above duties employees are required to carry out such other tasks as may be reasonably required.

### Essential Qualifications and Experience

- AC / Chiller Experience
- Flexibility to travel and join the on-call rota.
- F Gas Qualified
- Proficient in all MS Office packages
- Full UK Driving Licence

### Desirable Qualifications and Experience

- > Electrical or Controls Experience.
- > Gas or Boiler Experience.

### Personal Specifications and Role Dimensions

<b>People</b>	<b>Financial</b>	<b>Other</b>
<ul style="list-style-type: none"> <li>➤ Great team player</li> <li>➤ Customer focused + willing to go the extra mile.</li> <li>➤ Excellent attention to detail / take pride in their work.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Bonus Scheme</li> <li>&gt; Paid door to door</li> <li>&gt; Overtime/call-out potential</li> <li>&gt; Company Vehicle</li> <li>&gt; 25 Days Holiday + Statutory BH</li> <li>&gt; Company Pension</li> <li>&gt; Death in service scheme</li> <li>&gt; Sickness and injury insurance scheme</li> <li>&gt; Career progression – we'll work with you to achieve your long-term career aspirations.</li> <li>&gt; The opportunity to work on industry-leading equipment and gain knowledge of a variety of HVAC rentals, and temperature control equipment.</li> </ul>	<ul style="list-style-type: none"> <li>&gt; Demonstrable organisation and planning to effectively manage conflicting and numerous priorities</li> <li>&gt; Exceptional verbal and written communication skills</li> <li>&gt; Strong numerical understanding</li> <li>&gt; Attention to detail</li> </ul>

Full-Time contract, standard hours 8m to 5pm Monday to Friday. Weekend or out of hours support will be necessary  
Longer working hours during busy periods