

Title	VACANCY: Lead Service Engineer
Role Details	<p>Service, Repair and Maintenance of Automatic and Manual Bollard Systems. Covering the whole of the U.K.</p> <p>The role includes all the existing functions of Field Service Engineer with time allowed for additional Lead tasks. The ideal candidate will have a number of years' experience as a service engineer. It is essential that the candidate is willing to travel long distances, sometimes at short notice. The role requires that the engineer is available for 24 hour on-call duties to cover maintenance contracts with 24/7 response, and the possible escalation of activities during these calls.</p> <p>Additional tasks to the role</p> <ul style="list-style-type: none"> • Attending Project to service site handovers to create snagging lists • Assist members of the service team over the phone to help resolve product issues. • Attend site with field engineers to help solve ongoing issues • Attend site with Field engineers to improve their product knowledge • Help field engineers maintain correct van stock levels • Help process improvements within the team • Attend "Project Wash up Meetings" as the representative of the service field team • Take on the responsibility of the whole service field team reporting direct to this role <p>Attributes</p> <ul style="list-style-type: none"> • Successful candidate must be well organised, able to manage own time and a self-starter. • Ability to work under pressure is essential. • Customer Service and dealing with customers both face-to-face and over the phone. • Able to deal with their peers to resolve issues that arise <p>Package: £NEG Van + Mobile Phone + Laptop + Pension + Life Assurance + Bonus Scheme + Overtime</p> <p>Send your CV and covering letter to: Matt Sandison</p> <p>hr@atgaccess.com</p> <p>Quoting ref no: SERV18B</p>
Expires	28/09/2018