

Job Overview:

Service Engineer

Job Title: Service Engineer	Location: London (central)	Company: Gratte Brothers Security Management (GBSM)
Reporting to: Operations Manager		

Job Purpose:

The position of Service Engineer will be responsible for the attendance, completion, and rectification of reactive, corrective and planned preventive maintenance calls, logged upon receipt from our customers and allocated by the Service Help Desk.

This post-holder will work as part of the Service team and will be included in an out-of-hours call rota, providing service support to the client base.

All works undertaken via the post holder will be in accordance with the code of practice set out via the NSI, and Gratte Brothers Security Management Limited's service management systems.

Key Areas of Responsibility:

- Conduct client preventative maintenance visits at client properties. This will include the documentation and completion of designated maintenance tasks on all maintained security devices/systems.
- Participation in the company out-of-hours response service. This will involve being available to respond to client service calls for defined periods during the calendar year.
- Attendance and participation at monthly service department review meetings.
- Compliance with all NSI, legislative, company and client standards and procedures whilst performing your duties.
- Compliance with all H&S requirements whilst performing your duties.
- Manage, document and communicate with the company the status and level of issued service van stock.
- Ensure that the allocated company vehicle is always clean and roadworthy.
- Communicate regularly and effectively with the service department.
- IT experience and proficiency to enable productive use of company issue of IT equipment.

- Operating Software knowledge, to set-up programming level of IDS, CCTV and A/C systems.

This is a broad overview of the position, and this list does not necessarily encompass all aspects of the role. Gratte Brothers are an equal opportunities employer and welcome applications from all.

Knowledge & Experience

- An understanding of PC Hardware and software platforms which is essential along with experience of IP Networks and switches would be desirable.
- Have obtained a minimum of 3 years field experience in service and maintenance of large integrated security systems including CCTV, Access Control and Intruder Detection Systems. Further experience preferable with Pelco and C-Cure Access Control systems. Enthusiasm and a positive attitude are essential.
- Experience in a service delivery role and possess a superior technical knowledge across a wide range of electronic security systems, have the ability to resolve day to day issues and be able to converse with technical and non-technically minded individuals to resolve any highlighted issues.
- Experience of large integrated security systems, excellent and working knowledge of alarms, access control, CCTV analogue & IP systems, intercom, public address and all associated electronic devices and computing equipment associated with the security industry.
- Experience preferably certified with CCure 9000, Paxton, Gallagher, Lenel, Milestone, Pelco (Endura 1& 2), Video Expert, HIKVision, Videoedge, Honeywell (Galaxy), Texecom, Commend, Urmet and BPT systems would be desirable.

Attributes & Skills

- Demonstrates proficiency in the use of software applications required for the position.
- Provides accurate, consistent numbers on all paperwork.
- Provides information on a timely basis and in a usable form to others who need to act on it.
- Maintains a checklist, schedule, calendar, etc., to ensure that small details are not overlooked.
- Double-checks the accuracy of information and work product.
- Carefully monitors the details and quality of own and others' work.
- Applies technical/procedural knowledge to correctly address a situation, taking into consideration the full range of available facts.

Qualifications

- The post-holder should ideally possess a City & Guilds or NVQ qualification in Electronic Engineering or equivalent.