

## Job Overview:

### Apprentice Service Engineer

<b>Job Title:</b> Apprentice Service Engineer	<b>Location:</b> Regents Warf	<b>Company:</b> Gratte Brothers Security Management
<b>Reporting to:</b> Operations Manager		

#### Job Purpose:

The position of Apprentice Service Engineer for Gratte Brothers Security Management Limited, will be working within a structured apprenticeship program with skills for security, within which you will learn how to install and maintain a wide range of electronic security systems, inclusive however not limited to,

- Analogue and internet protocol (IP) CCTV systems
- Access Control Systems
- Intrusion and hold up alarm systems
- Analogue and internet protocol (IP) intercom systems

The post-holder will be expected to attend block release college in which you will be taught all of the required regulatory knowledge, design principles and technical skills required to work across a wide range of complex and technical electronic security systems.

The post-holder will attend sites with a Gratte Brothers employed security engineer and assist where practicable with the completion and rectification of reactive, corrective and planned preventive maintenance calls, logged upon receipt from our customers and allocated by the Service Help Desk.

The post-holder will obtain a comprehensive field of 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.

The post-holder will gain experience and will become certified with a few of the following systems. CCure 9000, Paxton, Gallagher, Lenel, Milestone, Pelco (Endura 1& 2), Video Expert, HIKVision, Videoedge, Honeywell (Galaxy), Texecom, Commend, Urmet and BPT systems.

The post-holder will obtain an understanding of PC Hardware and software platforms which is essential along with experience of IP Networks and switches would be desirable.

**Key Areas of Responsibility:**

- Attend and assist the service engineers with client preventative maintenance visits at client properties. This will include the documentation and completion of designated maintenance tasks on all maintained security devices/systems.
- 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.
- 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.
- Actively participate within the college schedule and work within stated guidelines.
- Correct use and application of all required PPE whilst performing duties for the company.
- Completion and issue of all required client and company paperwork whilst attending any client property

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

**Qualifications:**

**Essential**

- GCSE (or equivalent) Maths – Grade C or above

- GCSE (or equivalent) English Language – Grade C or above