

Job Overview:

Service Engineer

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

Job Purpose:

We are currently recruiting for a Service Engineer to join our Service Team at Gratte Brothers Security Management Limited (GBSM). This field-based role will be responsible for the attendance, completion and rectification of reactive, corrective and planned preventive maintenance (PPM) calls, logged upon receipt from our customers and allocated by the Service Help Desk.

This position will also be part of 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 GBSM Service Management Systems.

Key Areas of Responsibility:

- Receive and respond to customer calls as issued via the company help desk. Calls will be issued and received via PDA unit.
- Ensure that all attended calls are communicated to the help desk at all required stages whilst on site.
- Completion and issue of all required client and company paperwork whilst attending any client property.
- Ensure that company issued ID is worn at all times.
- Ensure the correct use and application of all required PPE whilst performing duties for the company.
- Attend and 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.
- Operating Software knowledge, to set-up, programming level of IDS, CCTV and A/C systems.
- Participates in company training and learning opportunities to increase competence in Diversity.

***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.***

Knowledge & Experience

- Possess general IT competence and strong working knowledge of MSFT Outlook, PC hardware and relevant software platforms.
- Experience of IP Networks and switches would be desirable.
- The successful candidate will have obtained a comprehensive range of experience of large integrated security systems, excellent and working knowledge of alarms, access control, intruder detection, analogue & IP CCTV systems, intercom, public address and all associated electronic devices and computing equipment associated with the security industry.
- Further preferable experience includes C Cure 9000, Paxton, Gallagher, Lenel, Milestone, Pelco Endura 1 & 2, Janus, Genetec, Milestone, Syntetics and Casi Rusco Diamond control systems.
- 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.

Attributes & Skills

Candidate must:

- Be an ambassador to the company by always looking smart and clean in company work wear at all times.
- Be inclusive and show integrity at all times.
- Have the ability to resolve day to day issues.

- Have the ability to converse with technical and non-technically minded individuals alike to resolve any highlighted issues.
- Be enthusiastic and have a positive attitude (essential).
- Have the ability to work to deadlines, autonomously when needed.
- Demonstrate great time-management skills.
- Have excellent interpersonal and communication skills (both oral and written).
- Have brilliant expectation management skills.
- Possess a flexible approach to work; ability to adapt to company's needs and situational context.
- Show attention to detail in all tasks and duties.
- Have a commitment to following H&S standards and company procedure.
- Be results-driven and committed to delivering excellent levels of customer service.
- Have the confidence and experience to take the initiative and go above and beyond where needed.
- Technical expertise: have a solid knowledge base and be willing to share/offer support to others. Constantly strive to expand and improve knowledge and understanding.

Qualifications

- Ideally possess a City & Guilds or NVQ qualification in Electronic Engineering or equivalent.