

Job Overview:

Field Service Engineer

Job Title: Field Service Engineer	Location: Field-based Belfast, Northern Ireland	Company: Gratte Brothers Security Management (GBSM)
Reporting to: Operations Manager		

Job Purpose:

The position of Service Engineer for Gratte Brothers Security Management Limited, shall 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 position will also be part of an Out of Hours Call Rota, providing service support to the client base. The post-holder will work within the Service Team.

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 Service Management Systems.

Key Areas of Responsibility:

- Correct use and application of all required PPE whilst performing duties for the company.
- 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.
- 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 and on call, 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 does not encompass all aspects of the role.
Gratte Brothers are an equal opportunities employer and welcome applications from all.***

Knowledge & Experience

- The post holder will 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.
- The post holder will have obtained 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.
- The post holder will have obtained 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

Attributes & Skills

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

Qualifications

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