

## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	Field Service Engineer		
<b>BUSINESS UNIT:</b>		Location: Home/Field/Office – preferably based in the North	
<b>REPORTS TO:</b>	Service Department Manager		
<b>SUPERVISION OF:</b>			

### **JOB FUNCTION (summary of job function in a few sentences)**

This position's primary purpose is:

Working in a busy Service department supporting blue chip clients.

Working in a field/remote service role supporting an expanding customer base.

Planning and executing day to day Service tasks of Installation, Maintenance, Servicing and Commissioning of varied equipment in accordance with current industry legislation and within contract and budget.

### **DUTIES AND RESPONSIBILITIES (technical, managerial, financial, safety, quality)**

**The role of field service engineer will include but is not limited to:**

- Maintain compliance with legislative and environmental requirements (H&S) and ensure risk assessments and method statements have been utilised.
- Plan and coordinate work in an efficient manner liaising with Service administration, Project management, third party suppliers and end customer.
- Efficiently carryout all Service works as per contract and given time lines to achieve an above satisfaction view of the customer.
- Provide assistance and support on a 'consultancy' level to the customer.
- Provide technical support both internally and to customers in preparation of work execution to include but not limited to risk assessment and method statements, permits to work etc.
- Ensuring that parts, materials and equipment are in line with specifications.
- Manage and deliver in a timely manner reports as necessary to both internal and external Requirements.
- Have a visionary 'Sales' approach to provide 'add-on' and new work lines with customers thereby contributing to the growth of the business.

**The successful applicant will be required to :**

- Work away from home on occasion (2-3 days per month if required)
- Be an experienced Engineer with skill-sets gained within the Water Treatment / Purification sectors
- Be flexible with working hours to suit the business needs (Breakdowns, Call-outs etc.)
- Have a proactive approach to personal development and training.
- Partake in a 24hr call-out roster (approx. 1week in a 10 weeks rota)
- Contribute to team discussions.
- Be flexible to undertake any reasonable tasks that are within the knowledge and skill-set of the individual.
- Undertake any Mandatory Training required for the role and ad hoc development as needed.

**PRINCIPAL CONTACTS (internal and external)**

External Customers

Internal Service department and colleagues in other departments e.g. Sales

**EDUCATION/QUALIFICATIONS (essential and desirable)**

- A professional qualification or has a proven track record of gained skills with the ability to work across multi disciplines (electrical and Mechanical) competently and safely.
- A minimum of at least 5 years' experience within the water treatment/purification industry and Have a good process knowledge of RO/BX/DI /Filtration and other water purification systems.
- A strong communication and interpersonal skills with the ability to manage both internal junior/trainee engineers, sub-contractors and the end customer.
- Excellent IT skills (Excel, Word, PowerPoint) and the ability to stay organised whilst multi-tasking.
- Ability to fault find both to a basic electrical and mechanical level.
- To be hands-on with installation, repair, modification work which includes various pipe work formats, electrical control systems (PLC literate basic) installed across Industrial, Food & Beverage and Health Care sectors.
- Ability to understand electrical, mechanical and P&ID drawings.

### SKILLS & EXPERIENCE (essential and desirable)

1. Multiple years of experience in industry is required. Technical engineering/water process expertise and excellent Customer problem solving skills are essential.
2. Work must be consistently accurate, timely and complete with emphasis on ensuring that ENVIROGEN maintains technological leadership.
3. Very good communication skills are required

### ENVIROGEN COMPETENCES ( plus other essential competencies)

Customer Focus  
 Self responsibility and accountability  
 Technical /Professional excellence and innovation  
 Transparency and openness of action/communication  
 Valuing differences  
 Punctual completion of internal administration and reporting paperwork.  
 Achievement of and performance, achievement of objectives and development of such resources to meet the overall objectives and commitments of ENVIROGEN.

Completed by	M Lacey	Approved by	
Job Title		Job Title	
Date		Date	
Signature		Signature	

I have read the above job description and can confirm that I understand and agree to work to its content.

Name	Signature	Date