



**Job Title:** Installation & Service Engineer

**Department:** Engineering

**Reporting:** Service & Installation Planner, Operations Manager

**Based:** Field based – Region: *South East*; head office as required

**Hours:** Mon-Fri; 40 hours per week; 07:30–16:30 - actual hours are flexible and will be expected to be as required and agreed.

**Purpose:** The post holder is responsible for service and installation of all Tag Guard equipment and to ensure quality and consistency of service delivery.

**Responsibilities:**

**Primary**

- Servicing & Installing Tag Guard equipment as directed by the Service & Installation Planner, in line with the company's issued specification & standards
- Managing and maintaining own diary for conducting thorough, regular maintenance visits in conjunction with Installation requirements as advised by Service & Installation Planner
- Customer relationship-building through regular contact
- Often the first Tag Guard point of contact on-site after an incident
- Other duties as assigned

**Secondary**

- Commercial awareness when setting up/servicing equipment – callouts must be kept to a minimum, and so detectors need to be set carefully & installed in line with the company's issued specification & standards
- Providing training & support to clients on site with regards to proper use of equipment, especially in cases of mistreatment – evidence must be collated by taking photos, and the client educated so as to reduce reoccurrence
- Ensuring that all paperwork is kept up to date and sent in to the Service and Installation Manager regularly, including B Forms, A Forms, Weekly reports etc., and keeping an up to date stock list which is passed to Administration at the end of each month
- Reporting potential sales leads to Sales Director
- Maintaining good customer relations
- Use the electronic Service & Installation Diary to comment & assist with the efficiency of scheduling
- Support the sales teams, engineering teams, manufacturing installation and service teams when appropriate or requested
- Advise and propose suggestions for company improvement
- Be a major contributor to the operation of the company

**Knowledge & Skill Requirements**

- Ideally NVQ2/3 or equivalent Electrical Installation
- Previous experience of CCTV installation an advantage
- Dedicated & flexible - covering the large geographical area means that long days/nights away are inevitable

- Positive & amenable attitude – willing and capable of dealing with issues and queries in a positive, clear and transparent manner
- Confident and good in difficult situations – often clients are unhappy after an incident, regardless of fault
- Good written & verbal communication skills, with adaptable register – often dealing with a wide range of people, from labourers to security guards to senior managers
- Computer literate, with good knowledge of PC use
- Be competent to work with Tag Guard hardware & software
- Must be a team player; however be able to work alone for a large proportion of the time
- Positive customer relation skills to ensure business relationships are maintained and developed