

## **Job description**

### **Technical Service Engineer**

39.5 hours per week - Monday – Thursday 8:30am–5pm/Friday 8:30am–4:30pm

£22,000 to £26,000 per annum depending on experience

GlasCraft (UK) Limited are looking for two Technical Service Engineers to join the company.

The role comes with some great benefits including 20 days holiday (some of which are reserved for Christmas shut down), plus bank holidays. You will accrue one day of annual leave for each full year of service, to a maximum of 25 days. Company van and phone benefits after successful probationary period.

If you are interested in a rewarding career with a progressive company, please apply with a full CV.

#### **Summary of Role:**

Working as part of the Technical Service Engineering Team, the Engineer will carry out routine checks on equipment, record faults or failures and maintain health and safety standards in all their duties. Part of this role is to attend customers on site to install, service, repair & train their staff. Service repair and troubleshooting faults being a daily requirement.

#### **Key Duties & Responsibilities:**

- Technical support to customers
- Carry out repairs, installations, and training according to operating procedures and guidelines
- Provide quotes to customers
- Process sales orders
- On-site work required for servicing, repairing, installing, and training
- Customer van fits according to operating procedures and guidelines
- Accurately record all checks/services
- Assist with housekeeping
- Follow health and safety rules
- Comply with all company procedures
- Build relationships with colleagues and customers.
- Develop knowledge of products and technical specifications.

#### **Person Specification:**

##### *Essential*

- Good attention to detail.
- Flexible and adaptable attitude.
- Confident communication skills in person, written and on the telephone.
- 'Hands-on' – uses initiative.
- Awareness and respect for health and safety regulations.
- Able to evaluate and risk assess personal actions and in the work environment.
- Puts the needs of our customers first.
- Effective team member - enjoys working in a team to achieve results.
- Self-motivated and excellent time management skills.
- IT skills including Microsoft Office package

##### *Desirable*

- Experience of using Sage.
- Experience in a similar environment.