



## Terms of Reference / Job Description

Company Job Title	<b>Field Service Engineer</b>
Working Hours	Monday to Friday, 8:00am to 4:30pm (40 hours per week)
Approximate time spent away from Orbital Offices (i.e. on site)	This role is based predominantly at Orbital's various client's sites throughout the UK. There are intermittent opportunities to work with overseas clients. Travel to client sites may require early starts, late finishes and regular overnight stays. Travel costs and payment for additional working hours will be in line with company policy.
This position reports to:	Service & Technical Support Manager
Organogram	<p style="text-align: center;">Head of Technical Support, Service, Commissioning &amp; Training Group</p> <p style="text-align: center;"> </p> <p style="text-align: center;">Service &amp; Technical Support Manager</p> <p style="text-align: center;"> </p> <p style="text-align: center;"><b>Field Service Engineer</b></p>
Primary Duties:	<ul style="list-style-type: none"> <li>• Undertake system repairs and maintenance activities on client sites, addressing any concerns arising throughout the process.</li> <li>• Communicate and provide technical support to the client to address customer specific issues.</li> <li>• Provide technical support to Installation Technicians and Service Engineers to address in-house issues, deploying all forms of communication.</li> <li>• Compile all reports / documentation and dispatch in a timely manner as directed by the Service &amp; Technical Support Manager.</li> <li>• Comply with the organisation's QA and SHE systems, policies and procedures; support required updates as the business develops.</li> </ul>
Secondary Duties:	<ul style="list-style-type: none"> <li>• Attend all required company and department meetings.</li> <li>• Attend training courses relevant to the position.</li> <li>• Support the creation and delivery of training activities for colleagues and clients.</li> <li>• Undertake any other ad-hoc duties within your skill-set as directed by your line manager.</li> </ul>
Essential Skills:	<ul style="list-style-type: none"> <li>• Experience of servicing equipment on client sites.</li> <li>• Experience of working independently i.e. without local oversight management.</li> <li>• HNC / HND in either Electrical / Electronic or Mechanical Engineering or a related subject.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to understand and interpret electrical and mechanical drawings, able to advise clients on the drawings and specifications.</li> <li>• Computer literate including use of MS Office programmes.</li> <li>• Must be able to demonstrate fault-finding skills.</li> <li>• Ability to work under pressure and prioritise workload under tight deadlines.</li> <li>• Strong communication skills and excellent team working attributes.</li> <li>• Full driving licence (maximum 3 points/no disqualifications).</li> </ul>
Desirable Skills:	<ul style="list-style-type: none"> <li>• 2 years minimum working as a Technician within the gas industry.</li> <li>• Previous experience of working on Odourisation or related measurement type systems.</li> </ul>

Last updated by: PW on 03/10/2017