

## FIELD SERVICE ENGINEER

JOB REF: 0542

Our client is a very well know heavy engineering business based in Co Tyrone who design, build and export an extensive range of machinery around the world. All products are sold via a dedicated and highly experienced distributor network which has grown to well over 100 businesses and is geographically spread across all continents.

### Job Purpose

The Field Service Engineer will be part of a Product Support team that travels extensively to repair any breakdown situations that cannot be dealt with by the local distributor. Working from a base in Co Tyrone, the person appointed will fault find/identify the problem and fix the problem to a high standard and ensure that the customer is satisfied with the work carried out.

### Responsibilities:

- Travel globally to repair machine breakdowns at the request of the Aftersales Manager
- Diagnose and inspect equipment to detect faults or malfunctions using computerised and other testing equipment to determine extent of repair required.
- Repair or replace defective parts, components or systems, using a range of tools/equipment.
- Clean, lubricate and perform other routine maintenance work on equipment that is required during visit.
- Run the machine after all repairs have been completed to ensure that the repairs have been performed properly and that the quality of work performed meets or exceeds Customer expectations.
- Provide feedback to customer/customer representatives as to the problem identified and the action taken to repair/fix fault
- Provide advice to customer on any maintenance that needs to be carried out to prevent problem or any other type of problem from occurring
- Complete service engineer reports accurately and submit same to the Aftersales Manager so that any corrective action can be taken to prevent further breakdowns
- Responsible for ensuring all time and materials used in the repair of any machines has been properly documented so that repair can be deemed warranty or chargeable to the customer
- Communicate and work effectively and in harmony with other departments to deliver a world class level of aftersales product support to customers

## Person Specification

- Experienced mechanical engineer with at least 3 years' experience in a similar service orientated role
- Experience working with heavy mobile equipment
- Good understanding of hydraulic and/or electrical circuits
- Good working knowledge of diesel engines
- Able to read and interpret technical drawings, schematics and operator manuals, including manuals from component suppliers
- Willing and able to travel extensively to anywhere part of the globe – sometimes at short notice
- Willing to work overtime as required including weekends
- Ability to work in a fast paced, demanding and quality driven environment
- Must possess good communication skills and a 'teamwork attitude' and conduct themselves in an appropriate and safety conscious manner when on company business
- A valid driver's license and clean driving record is a requirement for this position.

Contact Con Gallagher on 028 8676 0044 for a confidential chat or submit your CV via the link.

***The Company reserves the right to vary criteria at the shortlisting stage.***

***Spectrum Employment Solutions is an equal opportunities employer and welcomes applicants from all backgrounds.***

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