



<b>Job Title:</b>	Field Service Engineer
<b>Location/Base:</b>	Sheffield
<b>Responsible to:</b>	Head of Engineering Services
<b>Role purpose:</b>	The field service engineer will be responsible for the after-sales support and service function across the business.

Powerstar is a trading name of EMSc Global Ltd a forward thinking, award winning, innovative business that is a leading smart energy solutions provider.

Powerstar is looking for a field service engineer to carry out after-sales support and service function, undertake maintenance and repairs, and work closely with other departments of the business.

### **Job Summary**

The field service engineer will be responsible for the after-sales support and service function across the business. You will work in a team environment and be expected to support Powerstar systems (training will be provided) in the field and undertake maintenance and any necessary repairs. It is essential that you can support on-call duties outside of normal business hours, 5pm - 6am weekdays and all-day weekends, pro-rata: 1 week in every 4 weeks, there will be onsite allowance and callout paid for on-call duties. You will demonstrate excellent customer service and communication skills, work closely with other departments of the business to ensure service to our clients and partners is second to none.

### **Main Duties & responsibilities**

- Carry out service, repair and maintenance as well as commissioning activities on Powerstar products.
- Work closely with developers and stakeholders of the business to ensure after sales support and service KPIs are met.
- Provide support of all Powerstar products to our clients and partners worldwide.
- Support online systems and commissioning.
- Adhere to all health & safety regulations within a critical environment.
- Travel to customer sites and respond to call outs in a timely manner.
- Assist in the correct ordering of parts etc.
- Work necessary over time hours in order to meet the current and future business need
- Write-up service reports and assist Service coordination / planners as necessary in order to achieve customer satisfaction
- Tracks and identifies new opportunities to improve our methodology and service approach.
- Defines, communicates and enforces standards.



## **Essential Criteria**

- Relevant electrical experience
- Full UK driving license
- Technical knowledge of electrical systems including; switchgear, UPS systems and industrial applications.
- Desirable experience of Automation products, Inverters and Transformers.
- Ideally have at least 2 years field experience
- Excellent communication skills (Written/Verbal)
- Experience within an electrical field service role

## **Professional qualities**

### Principles

- Upholds the company core values and golden rules.
- Promote and encourage a positive workplace culture and quality work ethic.
- Support the Company in all Health & safety matters, risk assessments and safe systems of work.
- Consistently deliver high-quality of customer service to our clients.
- Demonstrates a relentless positivity and drive to get things done.
- Promotes and co-ordinates technical knowledge harvesting within the organisation
- Lead by example, take responsibility, create solutions to problems, encourage a positive atmosphere where people can excel.
- Achieves excellence in all areas of responsibilities.
- Champions change and can effectively manage the implementation of new ideas.

### Teamwork

- Reinforces team approach throughout development efforts.
- Communicates clearly and participates positively in team meetings.
- Supports and solicits input from team members at all levels within the organisation.
- Writes procedures & processes utilising technical expertise, support client meetings.

## **Organisational responsibilities**

### Development

- Participates in HR programs and enforces all policies relating to performance evaluations and career development planning.
- Mentors trainees and apprentices where applicable.

### Internal Operations

- Enforces policies and procedures as per our commitment to Health & Safety, Quality & Environmental standards.