

JOB DESCRIPTION

JOB TITLE : FIRE & SECURITY INSTALLATION ENGINEER
 FUNCTION : ENGINEER
 LOCATION : SOUTH WALES
 REPORTS TO : ENGINEERING MANAGER
 HOURS OF WORK : 40 HOURS PER WEEK



You will support the engineering department and specifically the installation team in the delivery of new installations. To ensure high levels of customer service and quality installation to our customer base. The expectation for this role is the successful candidate to be organised to a high level, is a strong critical thinker and problem solver and can support the business to achieve its Key Performance Indicators. The individual will need to be dynamic and buy into the culture of H3 as being a place of good people working together towards a common goal and be able to work within a team having a positive impact.

KEY ACCOUNTABILITIES & RESPONSIBILITIES

- Manage and process installation jobs from first fix to handover.
- Customer service management – liaise with customers and engineering manager to give a minimum satisfactory customer service experience, aiming for high quality customer service and retained custom.
- Complete installations as per design specification and complete associated paperwork
- Manage time effectively to ensure jobs are completed within time allocated and within customer’s desired timescales.
- Effective communication with customer and engineering manager
- 100% compliance with all record keeping and filing, auditable on request and being audit ready.

COMPETENCIES, SKILLS AND BEHAVIOURS

- Flexibility to adapt to changes in schedules.
- Resource Planning.
- Ability to implement and introduce new systems and practices.
- Capability to organise self and work through workload independently.
- Ability to complete tasks within schedules.
- Ability to demonstrate “Values” based behaviour and lead by example.
- Committed to continually improve personal and team performance
- Must be able to communicate well with customers and colleagues
- Very good organisational skills

EXPERIENCE IN THE FOLLOWING DESIRED

- Intruder Installation (Texecom, Galaxy, Orisec, Risco & Pyronix)
- Installation of communicators via broadband and GPRS (Dualcom, Emizon)
- Fire Alarm Installation (Advanced, Kentec & CTEC)
- Access Control and Door Entry systems (Videx, Paxton)
- Installation of CCTV systems – knowledge of IP systems is essential
- Ideally at least 3 years’ experience within the fire and security industry

TEAM

- Understand the vision of the business and give high intention and efforts towards the plans to achieve the vision.
- Work with engineering team to ensure shared responsibility for delivering all KPIs and targets.

KNOWLEDGE / QUALIFICATIONS

- Knowledge and understanding of relevant British Standards (BS5839:2017 Part 1, PD6662:2017, NCP 104, NCP 109)
- Familiar with NSI Codes of Practice
- Full UK Driving Licence
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BENEFITS

- Company Mobile Phone
- Company Vehicle
- Pension
- Performance related bonus
- 30 Days Holiday (Inc. Bank Holidays)
- Company Laptop
- Overtime paid at 1.5 and double time
- Competitive Salary based on experience