

Job Profile

Job Title:	Field Services Engineer
Job Location:	Edinburgh with some UK and International Travel £30k to £35k dependent on experience
Department:	Customer Services
Reporting to:	Chief Operation Officer
Job Purpose:	This post is cross departmental and requires excellent people skills to work as part of a small team to provide extensive pre and after sales and service support for all Sunamp customers

Responsibilities

Customer Service

- Maintain positive relationships with customers and staff
Provide prompt and accurate feedback to customers
- Follow up with clients to ensure their systems are fully functional after troubleshooting
- Maintain positive relationships with customers and staff
- Regular reporting to the engineering teams/Technical Customer Services Manager on product development based on installations, troubleshooting and outcomes.
- Collaborating with the Technical Customer Services Manager to provide an excellent customer service experience to all Sunamp customers.
- To keep all Sunamp tools and equipment including any company vehicles in an excellent standard of cleanliness at all times.

First Line Support

- Understand the customers' requirements by asking targeted questions to quickly understand the root of the problem.
- Research and identify solutions, liaising with customer and referring to Sunamp manual to provide accurate technical solutions.
- Diagnose and troubleshoot technical issues, explaining clearly to the customer solutions implemented.
- Talk clients through a series of actions, either via phone, facetime, email or chat, until they've solved a technical issue.
- Ability to escalate unresolved issues to appropriate internal teams (e.g. engineering or production)
- Take solution back to customer
- Record all feedback through maintenance@sunamp email i-auditor templates

Field Service Visits

- Arranging resources, Heat battery delivery etc. to support installations where appropriate

- Make sure H&S Risk Assessment is carried out before going on site
- Conduct visits (as required) to provide support at customer sites for installations, training, fault diagnosis and service provision
- Prioritize and manage several open issues at one time
- Record all feedback through maintenance@sunamp email i-auditor templates

Training

- Delivering training for internal teams
- Delivering installer training either in person in Sunamp training facilities, on customer site or virtually to installers groups or tailored delivery to projects.

Recording and Reporting

- Using Sunamp maintenance folder to pick up issue, resolve and feedback to maintenance folder and individual/installer/business who posed the question.
- Using i-auditor for all site visits
- Use most appropriate communication method e.g. email and chat applications to give clients quick answers. For more complex problems that require nuanced instruction, you will contact clients via phone and/or provide clear, written instructions and technical updates.
- Report all faults in an accurate and in depth manner.
- Regular reporting to the engineering teams on regular faults

Skills

- Understanding of heating systems experience essential
- Understanding manuals and Schematics
- Excellent communication skills
- Working to tight deadlines
- Controls experience (PLC)
- Soldiering, Welding and Plumbing skills
- Experienced at presenting and reporting data
- Excellent customer support skills
- Works well as part of a team and sees the common aim of achieving department success.

Qualification

- Electrical qualification, Gas Safety certified or competent person
- F Gas Register certification useful
- Relevant H&S qualification

Basis and Values:

- Able to respect the basis of, and work with, our values, showing a commitment to, and understanding of the Sunamp Ltd culture.

This role profile outlines the current main responsibilities of the post. However the duties of the post may change and develop over time and this role profile may, be amended in consultation with the post holder.