

Test and Field Engineer

We are looking to appoint a Test and Field Engineer to provide practical support and join our Engineering and Customer Service teams; the role would be jointly accountable to both teams. Understanding the importance of customer service and being proud to provide an exceptional service is fundamental, as the role is responsible for the testing, installation and replacement of products.

A bit about us

The company designs and manufactures space-saving thermal storage solutions that make homes, buildings and vehicles more energy-efficient and sustainable, while reducing their carbon emission outputs and optimising renewables.

This is an excellent opportunity for the right candidate to join a rapidly expanding, award winning and innovative company. Having recently been awarded the first ever King's Award for Enterprise, this prestigious award is testament to our excellence in innovation and the exceptional performance of our products.

Positively contributing to energy efficiency and sustainable advancement is central to our operations and recognition of how our products achieve this will be vital to the role. Researching into who we are and what we do is a must for the candidate to better understand and appreciate the direction and history of the company. If this is a vision you share and are passionate about, and you believe you have the right skill set to succeed, this could be an important future role for you.

Based in Macmerry and working closely with the Engineering team, you will be pivotal in the identification, testing of faulty product, providing a reinstallation where required. Key to this will be the ability to sustain outstanding levels of customer service.

Excellence, pride in your reputation and supporting a collaborative workplace and culture are also vital in making this role a success.

Some of the areas you will be involved with:

1. Technical Engineering Support

- Understanding customer's requirements promptly to provide technical engineering support.
- Research and identify solutions from concept inception to field installation, liaising with customer, colleagues and referring to Sunamp manuals to provide accurate technical solutions.
- Diagnose, troubleshoot and suggest solutions on a range of technical issues, briefing the customer at every step; proposals, implementations and post installation.
- Talk clients through a series of actions, either via phone, facetime, email or chat, as part of the provision of technical support and installation process.

- Ability to escalate unresolved issues to appropriate internal teams (e.g. engineering/production).
- Propose appropriate installation and technical solutions to the customer where and when applicable.
- Record all interactions and feedback on appropriate company systems.

2. Customer Service

- Develop and maintain positive relationships with all internal and external customers providing proactive support and feedback
- Working alongside Senior Field Service Engineer and Customer Service Engineer proactively engaging with clients to ensure they have operational systems.
- Complete relevant paperwork to support customer service – providing clear and concise feedback on the field visit.
- Collaborate with colleagues to provide an excellent customer service experience to all customers.
- Present a professional approach and appearance to customers at all times; tools and equipment are to be well maintained to professional and safe standards.

3. Field Service Visits

- Coordinate with the Customer Service Team and production to arrange the required resources for each visit.
- Follow all H&S, environmental and other risk assessments (e.g. security) as recommended by Field Service Team
- Provide support at customer sites for installations, training, fault diagnosis and service provision
- Prioritise and managing workloads during busy periods and across multiple projects, jointly with the Customer Service team and Senior Field Service engineer.

Who we are looking for:

The right candidate will be able to provide demonstrable evidence and talk in detail about their skills, experience, knowledge and understanding across the following criteria;

- Understanding and experience of HVAC Systems or working within a HVAC environment.
- Practical experience of controls (PLC) and their interconnectivity to HVAC componentry
- Possess the ability to read and understand manuals and schematics.
- Some Soldering, Brazing, Welding and Plumbing skills
- Proven electrical knowledge and understanding
- Experienced at presenting and reporting data for a range of audiences (customer/internal)

- Hold recent and up to date electrical, Fgas, H&S and CDM certifications or other relevant qualifications for the role.

Expected personal qualities and behaviours:

- Excellent communication skills with a clear approach for great customer service and support
- The ability to prioritise and work effectively to tight deadlines.
- Work well as part of a team and sees the importance of achieving common goals
- Confident interacting with key stakeholders, customers and able to influence others.
- Always well prepared and proactively arrives to problems with solutions.
- Interacts well with other departments and is considered an excellent team player.
- Able to respect and work with and show a commitment to Sunamp cultural values.

As a company we take your development and progression seriously and look forward to helping develop your skillset as we grow.

Sunamp is an Equal Opportunities Employer. The company is committed to equal employment opportunities regardless of age, sexual orientation, gender, pregnancy, religion, nationality, ethnic origin, disability, medical history, skin colour, marital status, genetic information or parental status. We base all our employment decisions on merit, job requirements and business needs.