

JOB DESCRIPTION

Job Title:	Field Service Technician
Department:	Operations
Reporting To:	National Field Service Manager
Location:	Nationwide Opportunities

Objective: The role shall enhance the reputation of Cura Technical with effective repairs, servicing, preventative maintenance and satisfactory customer communication.

You will need to be able to work on a broad range of manufacturers Printers, MFP's and Photocopiers. The successful applicant will be working in a specific area covering our customer base and will be expected to be flexible and self-motivated. Applicants will need to have a good mechanical and electronic knowledge and be able to work unsupervised. You will need to be able to install devices for Clients and possess knowledge of connectivity and trouble-shooting. You will know how to navigate service manuals and be able to think on your feet whilst working in a professional manner during your time on the Customer's premises.

The incumbent shall ensure that calls are responded to and faults rectified in an efficient manner within given SLA's.

Responsibilities:

- 1) To travel and attend customer sites in order to facilitate servicing, repairs or an exchange on equipment, as directed.
- 2) To service and repair each piece of equipment in accordance with guidelines offered by the machine manufacturer and to Cura Technicals' specific requirements as documented
- 3) To update and close calls upon completion via MIS or other such method, as directed.
- 4) To advise the Call Centre of any existing or potential service related problems to prevent customer dissatisfaction
- 5) To collect/return parts and swap outs/loans to Cura Technical in a timely manner along with relevant paperwork.
- 6) To uphold the professional company image.
- 7) Complete, maintain and produce accurate documentation in the format as required by Cura Technical in accordance with but not restricted to the service report completion report
- 8) Maintain a comprehensive list of manufactures service, technical and price books as 'car stock' items at all times.
- 9) To maintain close contact with the Call Centre and Logistics Departments at all times.
- 10) To participate in training and attend meetings, as required.

You must be familiar with and happy to be out on the road all day. You will hold a full driving licence in order to drive a company vehicle, and you will be willing to undergo an Enhanced DBS check for this post.

This document is not exhaustive and you are expected to undertake any other duties commensurate with the post, as necessary from time to time.

PERSON SPECIFICATION

FIELD SERVICE ENGINEER QUALITIES	ESSENTIAL	DESIREABLE
FORMAL QUALIFICATIONS:	Good standard of education.	Formal I.T qualifications i.e., HND, ONC, computer studies or equivalent.
KNOWLEDGE:	A wide knowledge of IT hardware, software and other peripheral technology. An understanding of a service call life cycle.	An understanding of operation desktop technologies. P.C. fundamental principles. Knowledge of a wide variety of systems.
EXPERIENCE:	Proven fault-finding / diagnosis experience on a wide range of hardware. Experience in the support of IT devices.	Engineering experience. Customer care experience within an office environment. Experience with peripherals.
SKILLS:	Ability to drive long distances Good people skills / ability to work as a team. Good communication skills Flexible working style.	Administration skills. Organisational skills. Communicating at Manager level.
PERSONALITY/ MOTIVATION:	The ability to work accurately under pressure. The ability to work on own initiative. Ability to follow instructions accurately	Self-motivated.
PHYSICAL REQUIREMENTS:	Good health Ability to lift equipment. Smart appearance	
INTERESTS:	In providing good quality customer service.	Wishes to play an integral part within an actively progressive environment.
CIRCUMSTANCES:	Clean full driving licence.	