
We are looking for a self-driven and highly motivated *Field Service Technician* based in the Midlands to join our ever-expanding service division

As a *Field Service Technician*, you will assist in the planning and deployment of service delivery to our customer portfolio. Providing the highest level of customer service with a can-do attitude while developing lasting customer relationships whilst promoting the company's professionalism and ethics.

Developing skills of problem-solving whilst working alongside Legrand's AL & HC service division carrying out small work upgrades, reactive service activity and support to sub-contractors and monitoring their performance.

It is a highly visible post at the forefront of our ever-growing service division, being part of a strong field service team working with all AL & HC disciplines, supporting both the internal teams and customers in delivering contract SLA's, deadlines and results.

Key Responsibilities:

- Site Surveys
- Pre-Start meetings
- Small work & digital upgrades
- System Commissioning and Programming
- Detailed handover and commissioning documentation
- Site Inspections
- Onsite Technical Field Support
- Assist with the emergency on-call Rota allowing the service department to provide 247/ 365 call out if required
- Maintain strong relationships with BDM's and RSE's
- Safeguarding the companies' interest
- Abide by Legrand Core Values and Code of Ethics and strive to meet and exceed the Group's Corporate Social Responsibility (CSR) commitments

Job Competencies/Key Skills:

- Product knowledge in Nurse Call, Warden Call, At Home Alarms, Telecare, Telehealth or Door Access Control systems
- Ability to communicate
- Excellent communication skills
- Excellence in Customer Service
- Self-motivated and able to work using own initiative
- A team player both confident and professional
- Practical and adaptable.
- Planning, prioritising, and problem-solving
- Self-motivated and able to work using own initiative

Education and Professional Recognition:

- Experience with working on Emergency call systems (desirable but not essential)

Conditions:

- Reporting to: Chris Norris – Service Manager
- Hours: Monday to Friday, 09:00 – 17:00 Hours (These hours outline the minimum requirement however; additional overtime hours may to be required to fulfil the needs of the role)
- Base Location: Home/Field
- Type of role: permanent – subject to 6 months probationary period
- Salary: discuss during interview
- Group Personal Pension Plan: up to 5% employer contribution available from start day
- Holidays: 25 days/year
- Other Benefits: Employee Assistance Programme through EIC, Life Assurance Cover, Staff Sales, Eyecare Vouchers (VDU), Flu Vaccination, Healthcare Cashplan, Hotel and Car hiring discounts

Applications by CV and covering letter to:

Chris Norris –Service Manager chris.norris@legrand.co.uk

Closing Date: Friday 14th February 2020

Legrand UK is committed to Equal Opportunities and Diversity