

We are looking for a self-driven and highly motivated *Field Service Engineer* to join our Service Team.

As a *Field Service Engineer*, you will be attending site visit within an assigned region to support clients service calls to fault find and resolution, as well as assisting with installations, commissioning and audits. The role will also involve on-call assistance.

Key Responsibilities:

- Provide onsite technical assistance to our many customers
- Attend site commissioning and programming as when required
- Support existing customers with preventative maintenance visits
- Provide on-call support 24/7 (on-call rota will be provided)
- Report on-site issues, probable causes and potential solutions
- Attend site inspections
- Build and maintain strong relationships with our customers, BDMS and RSEs
- Liaise with both service support and customer services teams
- Conduct product training sessions for customers
- Liaise with our Business Development Managers and Regional Sales Executives maintaining strong relationships with them
- Assisting the team with additional duties when required
- Ensure good Health & Safety practices are followed at all the times
- Always abide by and actively promote the Legrand Group Values and Code of Ethics

Job Competencies/Key Skills:

- Product knowledge in the areas of Warden Call, Nurse Call, At Home Alarms, Telecare, Telehealth and Door Access Control systems
- Previous experience and strong knowledge of electrical installations
- Excellent customer services skills: face-to-face and telephone manners, patient, positive, empathetic, confident, professional
- Strong written and verbal communication in English
- Ability to take a practical and adaptable approach to site technical issues
- Tech savvy – ability to learn the functionality of new products in a short period
- Be self motivated and able to work in a demanding environment
- Must be willing to travel to site and work out of hours / weekends as and when needed
- Full UK Driving licence is a must

Conditions:

- Reporting to: Customer Services Manager
- Hours: Monday to Friday + part of the on-call 24/7-365 rota
*Please note that you will be required to attend emergencies and your working hours may vary
- Base Location: North UK
- Type of role: permanent – subject to 6 months probationary period
- Company mobile phone, laptop and van
- Group Personal Pension Plan: up to 5% employer contribution after completing 3 months of employment
- Other Benefits: Employee Assistance Programme through EIC, Life Assurance Cover, Bike to Work Scheme, Staff Sales, Eyecare Vouchers (VDU), Flu Vaccination, Healthcare Cashplan, Hotel and Car hiring discounts

Legrand UK is committed to Equal Opportunities and Diversity