

Role Specification – Field Services Technician

Objective(s)

To deliver periodic, chargeable on-site technical services to product-user customers at their premises, within an allocated geographic area. Carrying-out services in response to work-orders secured directly and those secured by the Internal Sales/Renewals Team.

To provide annual TEXT ('Thorough Examination & Testing') on fixed and portable LEV ('Local Exhaust Ventilation') fume-extraction systems under COSHH regulations. Operating to established procedures, in accordance with training and legislation. Passing/Failing equipment and labelling it accordingly.

To provide annual Inspection, Testing and 'Tagging' of mobile compressed-gas (Oxy/Fuel, Argon, CO2) welding and cutting equipment. Operating to established procedures under BCGA Code of Practice #7 ('CP7'), in accordance with training and legislation. Passing/Failing equipment and labelling it accordingly.

To carry-out annual on-site calibration and validation of arc-equipment to BS EN 50504.

To prepare and send resulting test reports to customers following provision of services. To transmit quotations for any spare/consumable parts or replacement equipment identified as required or failed.

To provide on-site equipment warranty support in liaison with the Product Repair Team, where requested, and assisting the Company at exhibitions and trade shows, if required.

Full training and/or qualification in TEXT, COSHH, BCGA CP7 and calibration/validation will be provided.

Key Duties & Responsibilities

- Visiting product-user customers in response to service appointment bookings.
- Booking advanced/repeat service appointments with product-user customers directly.
- Carrying-out TEXT COSHH testing and reporting on LEV fume-extraction equipment.
- Carrying-out CP7 mobile systems testing and reporting on compressed-gas equipment.
- Carrying-out calibration and validation, and reporting on welding/cutting arc-equipment.
- Identifying, quoting for, and securing orders for, parts and equipment requirements.

KPIs & Incentives

Key Performance Indicator	Objective	Incentive
Weekly 'Pad' Order Target	Rewarding achievement of 'pad' order generation, from parts quotations raised and service bookings secured.	% Order Commission.

Qualities & Attributes

Vocationally-qualified in electronic and/or mechanical engineering; neat; articulate; resourceful; good time-management and proven attention to detail.

Reporting To :

Service Manager, Commercial Director

Supported By :

Internal Sales/Renewals Team,
Marketing Team,
Product Repair Team.



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