

# Senior UPS Field Service Engineer

Powerworks Maintenance Services Limited

## Salary / Benefits

£48,000-£50,000 including overtime which is required to fulfil the role

Van & mileage paid

Phone & Tablet

Workplace Pension

Private Health Care

## Job Contract

Full Time

## JOB DESCRIPTION

### Role Purpose:

Powerworks Maintenance Services Ltd provide ongoing maintenance and emergency service to a wide range of customers for their critical power needs which include delivering critical support to the following industries: IT & Communications, Healthcare, Education, Facilities Management, Defence, Government & Councils.

### Role Responsibility:

You will utilise your expert knowledge of UPS, Batteries, Generators, Power Distribution and Site Monitoring equipment to deliver excellent service. You will be able to demonstrate repair experience and knowledge while supporting both customers and staff. Primary responsibility for servicing and repairs along with offering support and training to other staff along with customer familiarisation / training & handovers for supplied equipment and projects completed. This will include communicating with customers, sub-contractors and staff on technical issues with recommendations and advice for solutions to site issues as well as advising on required spare parts fitment.

You will be involved with technical and feasibility solution studies relating to projects and you will have the opportunity to attend customer meetings where necessary as well as provide technical recommendations to clients and colleagues as appropriate.

Your responsibility includes being able to establish, promote and maintain excellent rapport with all customers while maintaining active and open dialogue, as well as guiding and directing the service team. You should be able to demonstrate significant experience of these skills.

Our clients are located throughout the UK and expect the critical systems to operate 24/7, therefore a reasonable amount of travel to client's locations will be required, including the requirement to stay overnight away from home. We maintain a variety of UPS systems and as such a certain amount of fault finding may be required. Additionally you will liaise with specialist subcontractors to ensure SLA's are achieved and correct outcomes demonstrated to customers.

### Required Skills / Experience / Qualifications:

Engineer with experience in the UPS industry, to work as part of a team. Work will include repair and service of uninterruptible power systems, in a wide variety of commercial and industrial settings throughout the UK.

- HNC/HND/BSc in Electrical/Electronic Engineering or equivalent
- Multiple years direct UPS service experience
- Additional background experience in Electrical/Electronic equipment specifically Power Electronics
- Computer Literate (All office associated programs such as, word, excel, outlook)
- Previous field service experience essential
- Excellent customer service skills
- Strong communication skills
- Self-starter, ability to plan, organize and manage time effectively with an ability to work under pressure
- Excellent communication skills both written and verbal
- Driven and focused
- Organised, dependable and motivated
- Clean, Valid UK driving license

### Job Location:

Our offices are based in Gosport, Hampshire where you will be based.

Working Schedule: Full time, Monday – Friday working throughout the UK as required staying away as required, inclusion within the call out rota, which rotates weekly within the Service department. Weekend working is a norm within the industry. You should be based within 30 minutes of our offices & warehouse in Gosport.