

# Field Service Assistant Technician

## Overview

Detectronic is an established manufacturing and service business satisfying the needs of UK Water Utility Companies, we do this by using technology to help reduce flooding and prevent pollution of our rivers and beaches. We specialise in real-time Wastewater Network Monitoring and we are a manufacturer of Smart Level and Flow monitoring instrumentation. We install, maintain and operate on our Clients' behalf, throughout the UK and overseas.

## **The Job**

You will work as part of a 2 or 3 man team carrying-out installation, calibration and maintenance of Detectronic's Smart Wastewater Flow and Level monitors predominantly in, but not restricted to the South West of England, Cornwall and Devon areas.

The installation and maintenance work will require you to enter and work in confined spaces within the waste-water networks, so you will need to be physically fit.

## **Expectations**

Successful applicants will:

- Ideally have relevant field service experience, however full training will be given to candidates who bring practical skills and a good attitude
- Have held a full, clean, UK driving licence for a minimum of 2 years (this is due to the size of vehicles you will be driving, experience is necessary)
- Minimum grade of C at GCSE level in English and Maths.
- Literate, numerate, naturally tidy, organised, have a good work-ethic and have meticulous attention to detail.
- IT-literate and familiar with Microsoft Office, particularly Word/Outlook/Excel
- Be required to work away from home for up to 3 to 4 nights a week. (Work will be mainly based in the South West but working away from home may be required, when working in other areas)
- Be physically fit – you may be required to provide a fit to work doctors note. (you *will* be required to enter confined spaces)
- Be practical, enthusiastic and willing to learn.
- Be able to work flexible shift times and to adapt to changing work schedules.

## **Regular Duties will include but not limited to:**

- Providing operational support to the Field Service Delivery Manager and Team Leader/s
- Long distance shared driving, operate company vehicle in a safe manner including weekly safety checks, re-stocking and cleaning
- Assist in planning your work-schedule and driving route for the following week
- Cooperate with technical team and share information across the organisation via weekly and monthly office/team briefings to report activity, this will generally be via Skype from Southern location to the North West Office
- Use of internal database functions and operating procedures for clear internal communication
- Tie workflow to schedule and manage all on site installation, repair, maintenance and test tasks via our Datacentre
- Produce timely and detailed service reports document processes must be followed
- Follow all company's filed procedures and protocols
- Operation, maintenance and safe use of tools and equipment
- Diagnose errors or technical problems and determine proper solutions liaising with HQ where required
- Comprehend customer requirements and make appropriate recommendations liaising with HQ where required

- Build positive relationships with customers

## **Product, Safety and Market Training**

Specialised product and application training will be delivered in-house at Detectronic's Colne premises.

Candidates with the following training and certification would have an advantage:

- Confined Space – Medium risk
- NRSWA Unit 2 – Signing, lighting and guarding supervisor level
- CSCS with IOSH Working Safely Certificate
- First aid
- Asbestos Awareness

However, specialist 3<sup>rd</sup> party training will also be provided for the right candidate, ensuring you are competent to complete all on-site tasks to a high and safe standard. These will be completed prior to you being able to attend any site work.

## **Benefits**

- Salary – £20k to £24k depending on experience and relevant certification (and the position applied for)
- 28 days holiday including bank holidays
- Accrual of one extra holiday day for every full year of service complete, capping at 5 extra days
- Generous nightly working away allowance
- Generous company contributory pension scheme
- Bi-annual bonus depending on your and the company's performance

Please note that ALL new employees are subject to a DBS, driving licence and reference checks.

**Please ensure you download the application form from the website, complete in word and return with your CV, along with the title of the position you are applying for to the email address shown on the Website – APPLICATIONS WITHOUT SUBMITTING THE APPLICATION FORM MAY GET REJECTED.**

***Applicant required ASAP.***