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| Role Title  | Field Service Engineer |
| Function & Dept. | ServiceSCC Collab Operations Department  |
| Career Growth Level | Collaborating & Providing Technical Knowledge |
| CGP Descriptor  | Specialist team members with experience of specific fields, may have some involvement in amending and constructing processes to criteria. Technically or Operationally knowledgeable in a defined field or, may have responsibility for key customer engagement activity |
| Team  | Service |
| Reports to | Field Engineering Manager - North |
| Role Purpose  | The role of the Field Service Engineer is essential in providing SLA’s to our current Service clients. They will be based in the North of England and they will work alongside a team of engineers to attend customers premises to assess and repair faults within the customers Agreement with SCC Collab.The position demands a skilled individual to be able to identify and provide solutions to faults with equipment or to carry out equipment servicing. Assess whether to repair equipment on site or RMA. Build and maintain positive relationships with clients, delivering high standards of customer service.The individual must be able to work flexibility, and a level of overtime will be required.Whether working individually or as part of a team, the individual upholds the company's standards by operating within established contractual Service Level Agreements (SLAs) and Key Performance Indicators (KPIs). This role plays a pivotal part in enhancing overall productivity and user satisfaction through the delivery of efficient and reliable onsite services.  |
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| Key Responsibilities  |
| 1. | Attend Service calls and maintenance visits, some overseas and OOH |
| 2. | Identify and Provide solutions to faults with equipment |
| 3. | Conducting Meeting room checks ensuring all equipment functions correctly |
| 4. | Delivering a high-quality service experience to users and customers |
| 5. | Build and Maintain positive relationships with clients |
| 6. | Fault Finding and Resolution of AV/VC problems  |
| 7. | Provide accurate site surveys for SLA’s |
| 8. | Ensure Tickets are updated with correct information in real time |
| 9. | Maintain all PPE and Safety equipment issued to them |
| 10. | Escalate issues to Team Manager where required |
| 11. | Provide Dynamic risk assessments when required |
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| Person Specification  |
| 1. | Demonstrated experience of servicing and repairing AV Equipment |
| 2. | Proven ability to troubleshoot both hardware and software issues, identifying and resolving technical problems efficiently. |
| 3. | Experience in providing exceptional customer service ensuring a positive and professional experience for customers |
| 4. | Ability to demonstrate great communication at all levels |
| 5. | Ability to work under pressure, both individually and part of a team |
| 6 | Requirement to work out of hours if required |
| 7 | Ability to gain security clearance |
| 8 | Must have a UK Driving License |
| 9. | Must have good time Management |
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| Key Competencies |  | Level  |
| 1. | Communication Skills | 1 |
| 2 | System Installation and Removal | 1 |
| 3. | Planning & organising  | 1 |
| 4. | Customer Service Support | 1 |
| 5. | Incident Management | 1 |
| 6. | Continuous improvement | 1 |
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| Value Behaviours  |  | Level |
| 1. | Responsibility  | 1 |
| 2. | Passion  | 1 |
| 3. | Customer First  | 1 |
| 4. | Agility  | 1 |
| 5. | Family  | 1 |

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| Version  | Date  | Description  | Approved by  | Date  |
| 1.0  | November 2023  | Original  | HR  | November 2023  |