

## **Electrical/ Mechanical Service Technician**

### **Specifications Overview**

The duties and responsibilities defined within this document should be read in conjunction with the contract of employment for the person defined within this role. The particulars in this document do not affect the terms and conditions of employment

**Role Title** Electrical/Mechanical Field Service Technician

**Department** Technical

**Reports to Senior** Technical Team Leader

**Starting Date Position** Immediately available

**Salary Range** Negotiable dependant on experience

**Core Job Description**

1. Work within an already established technical team as an electro/mechanical service technician
2. Provide service and support for customers as a field service technician this will also include assisting the in-house technical team as required
3. Assist with product trials both in-house and in the field
4. Basic 39-hour week, agreed overtime at 1.5 base rate

### **Candidate Profile**

The Candidate for the above role should likely have:

- 3+ years technical experience • Full UK driving license held for 3+ years
- Experience within and working knowledge of the food manufacturing and packaging sector
- Experience of working in the field as a Service Technician possibly within the following sectors
  - o protein manufacturing/processing
  - o ready meal production
  - o value added
  - o bakery
  - o dairy and fresh produce
  - o pharmaceutical
  - o cosmetics

- Candidates with experience of maintaining equipment in the following may be considered:
  - o depositing, pumping and transportation of food products
  - o conveyor systems
  - o dry goods depositing

#### **Range of day-to-day duties**

1. Liaising with internal colleagues across multiple departments (Service, technical sales support, Sale office, product and project management, senior management)
2. Visit customer sites with or without other Turbo Systems Ltd employees
3. Provide general support to the Technical Team and Sales Team
4. Maintain and provide information to include, customer details, visits, and reports
5. Maintain a diary of day-to-day activities on the Calendar system, currently Outlook, complete required time sheets
6. To undertake any other duties as reasonably requested by the Technical Team Leader or other Senior Manager
7. Full PPE issue from the Company

#### **TRAINING/KNOWLEDGE**

1. Attend industry events and exhibitions outside of normal business hours as and when required
2. Undertake product training according to an agreed training plan.
3. Achieve a level of expertise on all products that will result in the effective use of the Turbo Systems portfolio, across a broad range of customers and industries, within the defined territory
4. Attend training courses and events as necessary, whether identified through appraisal or recommendation
5. Attend internal update meetings as required