

Job Description

Field Service Engineer (Mechanical)

Purpose of Role:

Provide on-site customer service support to all known and new clients. To be part of a pro-active team that delivers significant growth in aftersales revenues, customer satisfaction and profit in line with Group objectives.

Key Responsibilities/Activities:

- Visit customer sites to provide pro-active and re-active service cover, consultation on upgrades and new machine sales.
- Install and commission new and relocated sheetfed offset printing machinery.
- Spend in excess of 70% of working time on field-based activities.
- Provide follow-up reporting after all visits and seek to identify other service opportunities.
- The role includes working on client's production sites for extended periods in the UK and potential limited periods overseas.
- Ensure all service related paperwork is completed in a timely manner
- Provide remote support to customers via technical support desk and the weekend on-call rota.
- Undertake any job related training that the company may require from time to time.
- Other duties as may be required.

Competencies/Skills:

- Excellent customer service skills with the ability to build proactive relationships
- Highly motivated and flexible.
- Independent and able to work on own initiative.
- Excellent communication skills at all levels
- Competent in working with compressed air pneumatic systems and fluid systems.
- Ability to read and understand Mechanical instructions and press manuals.
- Logical problem solving approach to complex mechanical problems.
- Computer literate.
- Up to date driving license and passport.

Experience/ Background:

- Experience of working on industrial printing equipment would be an advantage, with the ability to be cross trained on all manroland sheetfed products.
- ONC/HNC/ City & Guilds or equivalent in a Mechanical discipline (Mechatronics qualification would be considered).