

## Job Description

Job Title: <b>Electrical Service Engineer</b>	Holidays: <b>25 days/year + statutory</b>
Department: <b>Service</b>	Pension: <b>3% contributory</b>
Hours per week: <b>39</b>	Reporting to: <b>Operations Manager</b>
Duration: <b>Permanent</b>	Hours of Work: <b>As per contract</b>

### Job Summary

- Support the management of service contracts and associated works
- Undertake electrical, electronic and control system overhauls and repairs on board customers vessels and in our workshops.
- Carry out installation and commissioning, trouble shooting and diagnostics as required.
- Plan jobs and produce timely and accurate quotations and invoices.
- Technical support for internal and external customers.

### Main Functions and Duties

- Respond to customer requirements for the overhaul and repair of electrical / electronic machinery and equipment.
- Maintain good working relationships with customers
- Attend customer visits as required
- Respond to customer needs during normal working hours and urgently in non-standard time and weekends as required
- Provide technical support to both customers and employees
- Ensure profitability targets with respect to quotations and labour utilisation are met
- Ensure quotations are in line with company authority levels and are timely and accurate
- Ensure all reports as defined by contracts or company requirements are submitted to defined timescales and are of a consistently high standard
- Contribute to the development and continuous improvement in all operations, processes and policies
- Ensure the use of cost-effective sources for goods, services and hired equipment
- Look to improve efficiency in all work whenever and wherever possible
- Maintain company's disciplinary and grievance procedures when appropriate
- Ensure that staff skills are developed in line with the demands of the job
- In-house and external training plans to be maintained in line with the objectives of the company
- Ensure that work standards comply with the requirements of the QHSE system.
- Identify any business development opportunities
- Any other ad hoc duties as required

### Critical Success Factors

Success in this role will be judged by the following key performance indicators:

- Customer satisfaction
- Completion of jobs to agreed timescales and pricing
- Ability to investigate problems and identify solutions
- Ability to bring in new business

### Working Conditions

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The role is based at our offices in Newcastle, but visits may be required to suppliers and customers.

### Job Holder Attributes

Essential experience / skills and knowledge:

- Medium and high speed Diesel engines control systems
- Marine ancillary equipment
- Navigation and communications equipment
- CCTV
- Alarm and monitoring systems
- Switchboards and generators
- LAN computer networks and IT skills
- Excellent organisational skills
- Excellent communication skills

Useful experience / skills and knowledge:

- High voltage systems
- PLC's
- DC systems
- Frequency converters
- HNC or equivalent in Mechanical / Marine / Electrical engineering

Personal Characteristics:

- Self-driven
- Excellent communications skills
- Energetic
- Results orientated with a positive outlook
- Clear focus on high quality and business profit
- Reliable
- Honest
- Flexible to travel
- Team player