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FIELD SERVICE ENGINEER

JOB PURPOSE:

To continue the growth of our customer base and provide additional support to our service operations we are recruiting for the role of Field Service Engineer. Reporting to the Depot Manager at our depot in Ipswich, the criteria for the right person is as follows:

To carry out routine maintenance and repairs to long/short term machines and customers owned equipment. Ensuring best practice with quality and professionalism are met at all times and to maintain customer satisfaction

CORE ACTIVITIES:

- Carry out routine maintenance and repairs to all machines.
- Carry out routine maintenance; quote all service/repairs in conjunction with the Service Manager/Supervisor.
- Ensure fork lift trucks are serviced to the standards as directed by the manufacturers' recommendations.
- Be proactive in your approach when maintaining fleet trucks ensuring that all repairs are carried out in a timely manner, minimising costs where possible.
- Fault find machinery on customer's site and work with the Service Coordinator to resolve the issue safely, and to a high standard.
- Proactively plan your workload, maximizing time efficiency.
- Be a good communicator.
- Organise and install all parts for customers and liaise with Service Control Department
- Work without supervision by using your own initiative for the majority of the time, in a safe manner as laid down by the Health and Safety at Work Act, advising your Manager if you need assistance.
- Ensure that all Service Reports (and supporting documentation) are completed correctly and sent into the Service Office immediately.

If you believe you have the necessary skills to fulfil this role please apply in writing with a copy of your current CV marked 'Strictly Addressee Only' to **Bob Milton, Depot Manager at Ipswich** or email to Bob.Milton@Impact-Handling.com.