



Job Title	Service Engineer
Date Reviewed	June 2018
Purpose	To support AVK's expanding customer base in Dublin
Responsible To	Service Operations Manager
Responsible For	TBC / None
Location	Dublin

## Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For 28 years we've been supplying UPS systems and standby diesel generators providing our clients with reliable back-up power solutions for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel generators, uninterruptible power systems, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or bespoke applications, with UPS systems ranging in size from 1kVA to 800kVA to standby diesel generation ranging in size from 5kW up to 3MVA and covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service

## Role summary

Due to an ever-increasing service base in Ireland, AVK require a field-based Service Engineer to join our business, supporting mission-critical customer sites.

Predominantly a generator-biased role, the successful candidate will also be required to assist with first-line response to UPS call-outs. Factory training would be provided to facilitate this.

The Generator Field Service Engineer will work as part of service team supporting our customers and their generators. The role will require you to undertake Minor/Major services and fuel sampling to a variety of static generators ranging from 800kVA to 3300kVA, LV & MV.

Providing support to a busy and successful generator service division with your industry-specific technical expertise.

Working alongside the generator service division office which has an established team of personnel.

A strong element of our business is the retention of maintenance contracts of AVK installations. Our strong reputation in this maintenance sector has also allowed our portfolio of third-party maintenance contracts to expand, creating this new role

You will be an experienced generator field service engineer with strong knowledge of diesel generators and associated systems.



## Responsibilities

1	Carry out minor / major maintenance on client's static generators ranging from 800kVA to 3300kVA, as directed by the service office
2	Attend emergency call-outs to client's static generators ranging from 15kVA to 3300kVA, as directed by the service office
3	Carry out remedial / upgrade work to prevent engine failure on client's static generators ranging from 15kVA to 3300kVA, as directed by the service office
4	Attend UPS call-out to provide first-line response
5	Provide prompt and accurate feedback to service office following each customer visit
6	Assist Projects Division as required
7	Participate in On-Call Rota
8	Provide written concise reporting based on onsite findings
9	Accurate completion of worksheets including fault finding, servicing, loadbank testing and completion of spec sheets
10	To obtain fuel samples from day tanks at request
11	To issue Waste Consignment Notes following waste removal

## Person specification

Proven working experience in maintenance / repair of diesel generators	Essential
Strong problem-solving skills	Essential
Experience in ComAp / PLC / Deep Sea / DEIF programming work	Desired/Essential
Excellent client-facing skills	Essential
Excellent written and verbal communication skills	Essential
Liaising with other members of the team and other technical experts, both internally and externally	Essential
10+ years' experience as a diesel generator field service engineer	Essential
Full Driving License	Essential
British or Irish Passport Holder	Essential
Be flexible with regards to attending sites anywhere in the UK	Essential
Based in Ireland or prepared to be based there	Essential
Candidate will be expected to undertake internal product training which may result in travelling overseas	Essential