

JOB DESCRIPTION – Generator Field Service Engineer

Job Title	Generator Field Service Engineer
Date Reviewed	August 2020
Responsible To	Service Operations Manager
Responsible For	None
Location	Field Based

Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For 30 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

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, fluid sampling, remedial work, fault investigation and various overhaul and upgrade work to a variety of static generators ranging from 15kVA to 3300kVA.

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 need be an experienced generator field service engineer with strong knowledge of one or more of the following diesel generators / engine manufacturers: SDMO, FGW, CAT, Cummins, MTU, Mitsubishi, Volvo, John Deere, Perkins, Doosan, and Scania.

Responsibilities

1	Carry out planned preventative maintenance on client's static generators ranging from 15kVA to 3300kVA, as directed by the service office
2	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
3	Carry out load banking and black building tests work on client's static generators ranging from 15kVA to 3300kVA, as directed by the service office
4	Participate in On-Call Rota (approx. 1 week in 6) and attend emergency callout's to client's static generators ranging from 15kVA to 3300kVA, as directed by the service office
5	Accurate completion of worksheets including fault finding, servicing, load bank testing and engine / site spec sheets
6	Provide prompt and accurate reporting to service office following each customer visit
7	Provide written concise engineering reports based on onsite findings
8	Assist Projects Division on new installations, FAT, SAT and upgrades as required
9	Obtain fluid samples from engines and site fuel tanks at request
10	Issue Waste Consignment Notes following waste removal

Person specification

Key skills and knowledge	Desired/Essential
Proven working experience in maintenance / repair of diesel generators	Essential
Strong problem-solving skills	Essential
Experience in PLC / Deep Sea / ComAp / DEIF controls / APM / MICS / MDEC	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
5-10 years' experience as a diesel generator field service engineer	Essential
Full Driving License	Essential
Be flexible with regards to travel attending sites anywhere in the UK	Essential
Candidate will be expected to undertake internal product training which may result in travelling overseas.	Essential