

## JOB DESCRIPTION – Field Service Engineer

Job Title	Field Service Engineer
Date Reviewed	November 2021
Responsible To	Diesel Service Manager
Responsible For	N/A
Location	Kent / Maidenhead / Greater London

### Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee reliable power. For over 30 years we've been supplying UPS systems, standby diesel generators and more recently Battery Storage and Gas Generation solutions providing our clients with reliable back-up power schemes for their mission critical services and 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/gas generators, uninterruptible power systems, battery storage, 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 large-scale bespoke applications, 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.

### Overview

The Field Service Engineer will work as part of the service team supporting our customers and their generators. You will be an experienced generator field service engineer with a strong knowledge of diesel generators and associated systems.

The role will require you to undertake Minor/Major services and fuel sampling across a variety of static generators ranging from but not limited to 800kVA to 3300kVA, LV & MV. You will be involved in providing support to a busy and successful generator service division with your industry-specific technical expertise whilst working alongside the generator service division office which has an established team of personnel.

## Responsibilities

1	Carry out minor / major maintenance on client's static generators ranging from but not limited to 800kVA 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	Provide prompt and accurate feedback to service office following each customer visit
4	Provide written concise reporting based on onsite findings, including parts required
5	Accurate completion of worksheets including fault finding, servicing, load bank testing and completion of spec sheets
6	To obtain fluid samples from engine to include day/bulk tanks as required
7	To issue electronic Waste Consignment Notes following waste removal
8	Maintain all onsite activities such as cleanliness of generators, spillages in accordance with Health & Safety guidelines.
9	Co-ordinate stock levels at our Kent facility and the Head Office in Maidenhead ensuring adequate stock levels are maintained
10	Ensure materials are available on a daily basis as and when required
11	Support designated customers' requirements, ensuring all services and requirements are delivered professionally and proactively
12	Support On-Call Rota as and when required

## Person specification

Key skills and knowledge	Desired/Essential
Experience as a diesel generator field service engineer	Essential
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
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
Full Driving License	Essential

British Passport Holder or equivalent	Essential
Be flexible with regards to attending sites anywhere in the UK	Essential
Candidate will be expected to undertake internal product training which may result in travelling overseas	Essential