

# Field Service Engineer

Fulltime | Chalgrove Oxfordshire, Great Britain

## #Job Summary

The Field Service Engineer will primarily be responsible for the visited maintenance contracts which vary in complexity and size. There will also be a requirement to support our Resident site teams as required. Reporting to the Service Coordinator, the Field Service Engineer will be eager though safety conscious, with a track record of owning problems and taking them through to successful completion. Offering support and assistance to the KNAPP UK resident sites as required to fulfil the high standards of support we offer, providing another aspect of customer service.

## #Duties and responsibilities include, but not limited to:

- Electrical strip-down/re-assembly, field wiring, machine calibration and system testing
- Working against a timeframe to complete reactive repairs
- Interact with on-site management keeping them informed of repair and maintenance progression and addressing their concerns in a professional manner
- Show hands-on ownership of issues to achieve a quick time resolution
- Ability to interpret and redesign electrical circuit diagrams
- Appreciate Health & Safety considerations regarding given tasks and be able to carry out risk assessments
- Mechanical aptitude including the ability to read assembly drawings
- Working knowledge of S7 and S5 Siemens PLC
- Working knowledge of soft-start and variable speed invertors
- Working knowledge of pneumatic circuits and components
- Working knowledge of distributed I/O systems and processes
- Operate hand tools and be able to assemble parts onto equipment
- Ability to follow set-up instructions, assembly drawings and check lists
- Ability to compile complete and concise visit and breakdown reports
- Liaising with members of the different KNAPP departments sharing knowledge and information



## #Skills, qualifications and experience

- Minimum qualification NVQ level 3 or equivalent (BTEC/City & Guilds)
- Proven experience of dealing with electro-mechanical/PLC/hardware faults and preventative maintenance operations as part of a home-based support infrastructure
- PLC knowledge
- Ability to read electrical drawings
- Practical working knowledge of physics
- Computer literate with basic Microsoft Office skills
- Ability to learn skills quickly
- Attention to detail and exceptional follow-up skills
- Excellent customer service skills for both internal and external customers
- Superior communications skills
- Reliable, self motivated and ability to think on their feet
- Willing to learn and adapt to changing role requirements
- Strong team player
- Appreciation of Cultural Diversity

## #Important behaviours to have in line with our company values

- ☐ Appreciation – Recognises the achievement of others
- Creativity – Is resourceful and innovative
- Courage – Willing to learn and try new things
- Openness – Always approachable and helpful
- Reliability – Consistently gives their best

## #Company benefits

- ☐ KNAPP will contribute up to 6% pension
- Private healthcare, including optical, dental and hearing cover
- Life Assurance
- Cash-back Health care scheme, including private medical excess cover
- Benefit portal offering lifestyle discounts, including a training portal



- Employee assistance programme
- Ride-to-Work
- Employee referral scheme
- Employee of the Quarter awards

