

## JOB DESCRIPTION

<b>Job Title:</b>	Field Support Technician
<b>Department/Cost Centre /Location:</b>	Sutton Service, Sutton-in-Ashfield
<b>Reporting to:</b>	Field Service Supervisor
<b>MAIN JOB PURPOSE:</b>	
Part of the Field Team driving high standards in carrying out fault diagnosis, repair, maintenance, and in situ overhaul of supported products.	
<b>DUTIES AND RESPONSIBILITIES:</b>	
<p><b>Health, Safety and Environment</b></p> <ul style="list-style-type: none"> <li>Adhere to the HSE policy and promote good practice through the team.</li> <li>Demonstrate high levels of Behavioural Safety and IOSH (or similar) trained to working level.</li> <li>Complete all assigned safety training and be an active participant in submitting safety observation cards .</li> </ul> <p><b>Technical</b></p> <ul style="list-style-type: none"> <li>The role is field based and will involve the safe handling, disassembly, and cleaning of dirty and used components, and then inspection, new parts identification, and reassembly of mainly engines, transmissions, axles, and transfer cases, to the high standards demanded of an OEM distributorship on selected supported products.</li> <li>Part of the role will be the diagnosis and repair of failed units, therefore a degree of mechanical and electronic understanding is required combined with the desire to develop troubleshooting skills as a priority</li> <li>Testing and evaluation of completed units to ensure product reliability and customer satisfaction.</li> <li>Complete any required product training and personal development.</li> </ul> <p><b>Quality</b></p> <ul style="list-style-type: none"> <li>Deliver defect free products and services, right first time and on time in full.</li> <li>Ensure workmanship is of high quality and is maintained at the required levels to ensure customer satisfaction in line with the company policies: ISO 9001:2015 Quality Management, ISO 14001:2015 Environmental Management, ISO45001:2018 Occupational Health and Safety Management System</li> <li>Complete and submit all paperwork to a high level of accuracy on time.</li> </ul> <p><b>Teamwork</b></p> <ul style="list-style-type: none"> <li>Promote high standards of work and good practice and be a role model for other support staff and apprentices.</li> <li>Support the day to day smooth running of the field operation ensuring that all departmental objectives &amp; targets, are met.</li> <li>Work with the Parts team to ensure the correct identification of parts requirements to meet the business demand.</li> </ul> <p><b>Customers and Partners</b></p> <ul style="list-style-type: none"> <li>Maintain and/or facilitate communication with customers including frequent updates on work progress.</li> <li>Ensure that lifting and calibrated equipment within inspection date before use and report any issues found. Make any equipment assigned available for inspection when requested.</li> <li>Achieve KPI's as laid out by our franchise partners, including achieving labour time targets on repairs, working to agreed procedures, collection of required technical data and use of the Service view tool.</li> <li>Keeps abreast of technology developments and opportunities, understands our customer base as well as their needs and reacts and promotes company products that meet those needs.</li> </ul>	

**Operational Efficiency**

- Complete all required works within agreed timescales
- Demonstrate excellent time management ensuring jobs are prioritised effectively, good housekeeping and high standards of work are always maintained.
- Provide suggestions to improve operational efficiency.

**Other responsibilities**

- You will be expected to support other service activities as and when required including tasks within the company’s workshops. You will be required to make yourself available for overtime and both national and international travel from time to time. You may be required to perform other duties not listed, that may be required to support the changing needs of both the department and the company.

**SKILLS, QUALIFICATIONS, AND EXPERIENCE REQUIRED:**

- Mechanical and Electrical analytical and diagnostic skills with a minimum of 3 years working in a mechanical and engineering environment with hands on experience with engines and transmissions.
- Technically competent across a broad range of large diesel engines and transmissions and a working knowledge and capability of tooling and diagnostic equipment.
- Strong organisational skills and the ability to thrive under pressure.
- Customer relationship skills with a high attention to detail.
- Proficient in Microsoft Office. Relevant experience of franchised partners diagnostic systems.
- A current driving license.

**LINES OF COMMUNICATION:**

- Line manager – Field Service Supervisor
- Management Team – Regional Service Manager, Technical Manager, Workshop Supervisor
- Peers – Senior Field Engineers, Field Service Coordinators, Field Support staff, Workshop Team
- Internal Departments – Parts, Aftersales, New Sales and Applications, Technical, IT.
- External – Franchise Partners, Customers, and Sub Contractors.

**LEVELS OF AUTHORITY:**

**OPERATIONAL:**

Full authority for:

- Field Service Engineers have responsibility for the jobs for which they are assigned and have the necessary authority to make decisions relating to the successful completion of those jobs i.e. Parts ordering, tolerance acceptance and assessment of component serviceability.

**PERSONNEL:**

- Apprentices when assigned.

**ANY OTHER DUTIES / RESPONSIBILITIES**

- Maintain a good level of industry knowledge
- Represent Mitchells professionally as required
- Use skills and ability to support staff in all areas of the business

Approved by Managing Director :

Date:

This Job Description should be read in conjunction with the Operation Procedures, Quality Procedures, Work Instructions, Health & Safety Manual, and associated documentation. Copies of these documents are available from your Line Manager.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

(Employee)