

M&E Technical Services Engineer

Job Title:	Technical Services Engineer – M&E
Department:	Engineering
Reporting to:	Head of M&E Technical
Responsible for (staff):	N/a
Location:	Field
General Purpose of Role:	To provide technical support function for colleagues within the field team, including providing technical information and updates to the field team. Maintaining company compliance and accreditations.

ACCOUNTABILITIES

- To act as an interface with the Client for technical issues as required
- Working towards reducing energy and assisting energy reset teams
- To engage with new technologies and design, ensuring the support mechanisms are in place
- To actively support colleagues building a teamwork approach e.g. - supporting with training and up skilling of engineers.
- Able to effectively diagnose and identify faults and failures with equipment and systems and provide effective solutions and escalate where necessary
- Deliver an excellent customer service resulting in asset uptime, first time fix, quality workmanship and timely work closure
- Provide Technical expertise on mechanical and electrical equipment within clients premises
- Analyse available data and client systems for repeat failures and successful preventive measures
- Carry out onsite training with field based operatives to improve technical capabilities
- Keep up to date with technological advances within specialist field and make recommendations for enhanced use of technology to support continuous development and performance improvement
- Attend Client meetings and represent Arcus Holdings at handover meetings
- Produce and develop comprehensive Technical written reports to support on site findings
- Update legislative documentation and make available to the field via technical bulletins and SOPs
- Carry out other related tasks required by Arcus
- To control and input information to BER (Beyond Economical Repair) and Dilapidation processes and liaise with relevant engineers and the management on submissions

KNOWLEDGE AND SKILLS

Specific Qualifications:

- Recognised Apprenticeship in Mechanical or Electrical industry to a high standard (**Essential**)
- Electrical Testing & Inspection (2391 or 2394/5) (**Desirable**)
- HVAC Design/Commissioning (**Desirable**)
- 17th Edition (**Desirable**)
- Gas Safe certified (**Desirable**)
- Full UK driving licence (Essential)

- CSCS card
- SPA – PFS

Experience

- Significant experience ideally gained in retail environment
- Understanding of commercial & industrial Mechanical & Electrical system technologies
- Awareness of budgeting of parts and material usage

Knowledge

- Previous M&E Engineering background and strong industry knowledge
- Great attention to detail
- Must be deadline driven
- Excellent written and verbal communication
- Excellent knowledge of MS Excel and all other Microsoft office functionality
- The ability to multi task and prioritise
- Excellent self-motivation skills
- Ability to adapt to change and uncertainty

Skills Competence

- A good all round knowledge of M&E Systems and Equipment (inc LTHW, HVAC and Electrical Distribution)
- Proficient IT skills including the ability to use various equipment software for testing and commissioning
- Capable of prioritising a complex and demanding workload
- Flexibility and willingness to learn.
- Strong problem solving skills and Experience
- Strong commercial and industrial knowledge and experience in Mechanical or Electrical Installations
- Good understanding of Building Management Systems (BMS)
- Good attention to detail
- Committed to delivering exceptional customer service
- Highly self reliant, motivated and enthusiastic

VALUES & BEHAVIOURS

Do it **SIMPLY**:

- Improve every day – provide sustainable, workable and lasting solutions to challenges
- Strive for efficiency – work in an uncomplicated manner, using language and terminology that can be understood by all

Do it **WELL**:

- Act safely and responsibly – safety first and at the forefront of everything you do
- Excel at customer service – find solutions that meet, where possible exceed expectations

Do it **WITH PASSION**:

JOB

DESCRIPTION

- Perform with pride and purpose – act as a positive role model to others
- Value each other – be open and transparent and respect the views of others

OTHER FACTORS

- The position is suited to a self motivated, forward thinking and strong team player, enthusiastic about, and committed to delivering the best for the client
- The post holder must be able to work flexibly on weekends and Bank Holidays; shifts will fall between 0700hrs and 2300hrs as determined by business requirements.