

JOB SPECIFICATION

Position: Field Service Engineer / Field Service Technician
Business unit: UK Radar & Naval Solutions – Customer Services
Reporting to: Customer Support Technical Manager
Location: Enfield, United Kingdom
Direct Reports: None

Job Scope

Working for HENSOLDT UK within the Customer Service Department, the Field Service Engineer or Field Service Technician role is primarily field based supporting customers around the world conducting various activities on Naval vessels, Commercial vessels and Shore Based Systems.

Job Functions

- Travelling within the UK and multiple overseas destinations is a regular feature of this role and requests to travel could be made at short notice, however most visits are short trips lasting no longer than 2 weeks.
- Carry out service interventions which can include installation, commissioning, troubleshooting and acceptance tests.
- Completing detailed service reports and expenses on completion of each activity in a timely manner.
- Communicate effectively with line management any information relating to technical issues seen in the field.
- Whilst in the office, support Customer Services Technical Helpdesk, by responding to Customers emails and when required the writing of Technical Advice Sheets.
- Strive for Quality, Improvement and Customer Satisfaction.
- Familiarise and observe all Health and Safety rules and regulations during working hours.
- Complete training courses as required.
- On occasions be prepared to work in excess of the normal 37-hour week or anti-social hours whilst observing contractual obligations.
- Any other tasks associated with this role.

Requirements

- Ability to read and interpret technical manuals.
- Knowledge of computers including hardware and software applications.
- Knowledge of basic Networking
- Self-motivated
- Full driving licence
- Valid passport

Experience Required

- Experience in the field servicing environment, preferably Marine but not essential.

Qualifications

- ONC qualified preferably but not essential.
- Work towards gaining a Tower Climbing & Rescue Certificate.

Physical Attributes

- The ability to walk 300-400 metres with to a tool kit, possible weight of 10 Kilos.
- The ability to walk up the equivalent of 10 flights of stairs, then could be a further 10 metres on a ladder.
- The ability to work in tight spaces, needing to twist and manoeuvre your body.
- Able to work at heights that could be up to 70 metres.

In view of the intrinsic requirement of this role, HSC guidelines recommend a regular medical check via Occupational Health, to ensure the safety and wellbeing of the employee. The Company will advise the employee of the regularity of this requirement. Its once per year.

The above list will be subject to the Company's duty to consider any reasonable adjustment under the Equality Act 2010.

Employee Compliance

- The job holder will be expected to comply with any reasonable operational instruction or procedures relating to Company policies, reporting and controls. Section 7 of the Health and Safety at Work Act 1974 provides a duty on every employee, while at work, to take reasonable care for the health and safety of themselves and of other persons who may be affected by their acts or omissions at work.
- It also places a duty on employees to cooperate with their employer so far as is necessary to enable their duties to be complied with including the appropriate use of personal protective equipment (PPE).
- Failure to comply with this duty may result in the Company invoking the disciplinary procedure.

About HENSOLDT UK

HENSOLDT UK, formerly Kelvin Hughes, is a world leader in the development, manufacture and supply of maritime navigation and surveillance radar systems. HENSOLDT UK employs over 170 employees and are headquartered in Enfield, North London. The company sets the international standard in solid state radar sensor technology with SharpEye and its market leading navigation and tactical radar display systems.

