

FIRE AND SECURITY ENGINEER JOB DESCRIPTION

Job title: Fire and Security Engineer

Department: Service > Engineering

Reports to: Field Line Manager

Job type: Full time (40 hours per week), permanent

Primary location: Field based in Devon area

Exeter Hub: Basepoint, Marsh Barton Trading Estate, Yeoford Way, Exeter, EX2 8LB

Head Office: 1 Ambrose House, Meteor Court, Barnett Way, Gloucester, GL4 3GG

ROLE DESCRIPTION

To service, maintain and repair fire and security systems in compliance with regulations and health and safety standards, delivering excellent customer service.

MAIN DUTIES AND RESPONSIBILITIES

Preparation and Planning

- Maintain accurate van stock control and equipment storage in partnership with the Stores Person
- Carry out monthly van, compliance and health and safety checks
- Stay up to date on industry trends to make sure we offer the most effective solutions for our clients

Service Delivery and Fault Resolution

- Service, maintain and carry out small works on fire alarms, CCTV, intruder alarms and access control systems
- Diagnose and rectify faults across fire and security systems
- Respond promptly and efficiently to call outs
- Provide technical support on site and complete accurate documentation including job cards and service reports

Compliance and Quality

- Ensure compliance with company protocols, industry standards and health and safety regulations

- Act as our client's eyes and ears and proactively report safeguarding or compliance issues

Customer Engagement and Collaboration

- Build strong customer relationships and consistently deliver outstanding service
- Represent the Severnside Security Ltd professionally as our frontline contact
- Advise customers on improvements and upgrades to their fire and security systems
- Proactively identify opportunities to enhance customer safety provision, reporting clearly to Service Team Coordinators to follow up with quotations
- Work collaboratively and respectfully with Service Team Coordinators recognising their role in customer satisfaction and effective workflow management

Flexibility And Responsiveness

- Participate in out of hours tech support and/or call out rota

SKILLS AND EXPERIENCE

Preferably 2-3 years' experience servicing and maintaining fire alarms, CCTV, intruder alarms and access control.

Technical and practical skills

- Fault diagnosis of fire and security systems
- Servicing and maintaining fire and security systems
- Completing technical documentation accurately
- Using specialist equipment and power tools
- Understanding regulatory compliance (e.g. BS5839, NSI, BAFE)
- Understanding of IP, network and IoT devices is desirable, but not essential

Competencies

- Excellent customer service
- Reliability and punctuality
- Strong organisational skills
- Proactive problem solving

- Attention to detail
- Professional conduct and appearance
- Collaborative and respectful team player
- Ability to proactively identify potential upgrades

REQUIREMENTS

- All applicants must have the legal right to work in the UK, proof of eligibility will be required prior to starting employment (essential)
- This role is subject to an enhanced DBS check, you must be able to satisfy the requirements for clearance (essential)
- Valid UK driving licence (essential)
- Industry recognised qualifications in fire and security systems (desirable)
- 18th Edition (desirable)

This job description is not exhaustive and may be subject to change. You may be required to undertake other duties from time to time, as reasonably required, to support the needs of Sevenside Security Ltd.