

Field Support Engineer

Role Description:

In this role you are accountable for the on-site technical support services for Nu Heat customers.

Using your excellent customer service skills and technical knowledge you will be able to ensure that renewable heating systems are correctly installed and commissioned in line with company & industry guidance.

You will also ensure the longevity of Nu Heat systems through the ongoing servicing and troubleshooting of systems, whilst always aiming to resolve the visit at the first time of asking.

As an organised and self-motivated individual, you will manage your own van, van stock and diary, whilst maintaining a high visit rate. You will also ensure that any post visit documentation is completed accurately and quickly to ensure a smooth journey for the customer.

Responsible to: Design & Technical Services Supervisor

Key Results Areas:

- Completing site visits right first time
- Customer satisfaction with technical services

Key Responsibilities	Activities
<p>Site Based Technical Support Services</p>	<ul style="list-style-type: none"> • Commission heat pump systems. Check the installation against the design, set up the system according to the commissioning document provided, test for correct operation and provide the customer with a system handover • Servicing systems in line with the documentation provided, answering any queries the customer may have • Trouble shooting on systems. Identify, resolve and test the system, aiming for first visit resolution • Effective management of time on site, communicating arrival times with customers • Build customer relationships to establish an excellent experience of Nu-Heat • Maintain discretion, ensuring company sensitive information is not discussed directly with customers • Provide telephone support to our customers for trouble-shooting problems as required • There will be a requirement to stay away an average of four nights per month although this may be increased in winter months • Complete and supply post visit documentation on time and in full • Ensure that van stocks are kept up top date and are accurate • Ensure that any company supplied goods, such as van, is kept in a safe and presentable condition • Keep up to date with any required training and certification • Actively improve customer satisfaction by answering incoming calls within 3 rings

Our Values:

Integrity – Doing the right thing to make a difference.
Focus on honesty and quality

Diligence – Taking care of every details to do things the right way.
Focus on detail, accuracy and consistent effort

Empowerment – The freedom to challenge, innovate and improve.
Focus on continuous improvement with enthusiasm

Nurture – caring for our customers and colleagues.
Focus on relationships with genuine care

Other Duties:

The list of job duties within this description is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope of the post.

- To participate in the company’s appraisal process
- To undertake relevant development and training.
- To be responsible for the health and safety of self and others.

Job descriptions will be reviewed regularly to ensure they are an accurate representation of the post.

Key Skills & Knowledge:

- Excellent levels of customer service
- Well-developed verbal and written communication
- Minimum 3 years practical knowledge, with qualifications in the heating or air conditioning industry
- Positive with a ‘can do’ attitude
- Ability to maintain calm and methodical when working under pressure
- Confident decision maker
- Flexible and adaptable to meet the needs of the business
- Logical and methodical approach to identifying and resolving technical issues
- Independent self-starter, able to work remotely
- No previous renewable or underfloor heating experience necessary with all training provided
- Valid UK driving licence