



## Field Support Engineer

<p><b>Role Description:</b> To provide commissioning, trouble shooting and service visits which meet both customer and company expectations.</p> <p><b>Responsible to:</b> Field Support Supervisor</p> <p><b>You will be expected to ensure site visits are completed to a high standard with minimal re-visits. You will maintain good relationships with customers in your territory and ensure all visits are performed in a manner that promotes our long term partnerships. You are expected to maintain high levels of working knowledge of Nu-Heat products and those of competitors, and should have a broad understanding of the legislation affecting the renewable/UFH market. You will ensure high levels of focus and motivation while maintaining an exceptional level of customer service.</b></p>	
Key Responsibilities	Activities
<p><b><i>Customer Service</i></b></p>	<ul style="list-style-type: none"> <li>Train installer customers on the efficient installation of Nu-Heat products</li> <li>Commission systems to ensure efficient operation, using the company commissioning documentation as the basis to promote best practice</li> <li>Ensure all visits to end users are performed in a manner that promotes great service by providing proper handover</li> <li>Carry out system service visits in line with the appropriate procedure ensuring any non-warranty items are correctly charged to the customer</li> <li>Ensure all requests are dealt with in a timely and efficient manner</li> </ul>
<p><b><i>Installation Support</i></b></p>	<ul style="list-style-type: none"> <li>Build customer relationships to establish an excellent experience of Nu-Heat</li> <li>Understand the design and operation of all new and existing systems</li> <li>Understand the principles of Mechanical and Electrical services</li> <li>Provide telephone support for trouble-shooting problems as required</li> <li>Be familiar with the components and spare parts required for all new and existing systems</li> <li>Record all data in the appropriate logs</li> </ul>
<p><b><i>Working in the field</i></b></p>	<ul style="list-style-type: none"> <li>Liaise closely with internal co-ordinator/admin staff to ensure journeys are planned and visits are optimised</li> <li>Be cost conscious with your expenses</li> <li>Maintain an agreed level of contact with your team including attending team meetings as appropriate</li> </ul>

***Technical Skill and Knowledge:***

- City & Guilds or equivalent qualification in plumbing and heating
- Minimum 3 years practical knowledge in the industry
- Well developed interpersonal skills
- Renewable industry knowledge
- Independent self-starter, able to work in a cross-functional team environment
- Excellent levels of customer service in person and via the telephone
- Understand the principles of mechanical and electrical services
- Construction industry knowledge
- Valid UK driving licence