



UNDERFLOOR HEATING



HEAT PUMPS



SOLAR THERMAL



UNDERFLOOR & RENEWABLES

Field Support Engineer

Role Description:

To provide on-site technical support services to customers of Nu-Heat underfloor, heat pump and solar systems, ensuring all customers receive the highest levels of service

Responsible to: Field Operations Supervisor

In this role you will be expected to deliver exceptional customer service to both internal and external customers, managing your time effectively on site.

You will be provided with the training and support to become an acknowledged expert on the commissioning, trouble shooting, servicing and installation of Nu-Heat products and their functions.

You will be required to be actively involved in continuous improvement and self-development.

Key Responsibilities	Activities
Site visits and customer service	<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
Training and development	<ul style="list-style-type: none"> • Take responsibility for developing your knowledge and skills, reviewing your performance and identifying your development needs through the company's Personal Development Review (PDR) process • Pass ideas from you or your team where you feel we can improve internal efficiency or our product range through the appropriate channels • Collate information/feedback to inform process, service and product improvements

Manage all paperwork and actions associated with site visits

- Return all paperwork to the office promptly and within the time period specified
- Manage your van stock, ensuring regular stock takes
- Liaise closely with internal co-ordinator/admin staff to ensure journeys are planned and visits are optimised
- Be cost conscious with your expenses
- Maintain an agreed level of contact with your team including attending team meetings as appropriate

Technical Skill and 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