

# Job Description

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Job title	Technical Service Engineer	Date
Reports to (title)		
Contract/Department		Revision
Location		

## Job purpose

Describe the overall purpose of the job in two or three sentences.

## Duties/responsibilities/accountabilities/deliverables

List the main aspects of the job, with an emphasis on duties and responsibilities for junior roles, and accountabilities and deliverables for more senior roles.

- Provide technical service and support.
- Carry out repairs and routine maintenance to building services and fabric within the agreed service levels
- Prepare risk assessments
- Carry out AP duties in a given high risk discipline
- Ensure compliance with health and safety requirements
- IMS/EMS
- Support the BSS and management of the team (including standing in when required)
- Raise and issue permits as necessary
- Control of Sub Contractors
- COSHH Control
- Participate in the continuing development of the customer service culture with the client by appropriate communication with the customer
- Promote the FM team culture by good teamwork with colleagues and subcontractors
- Encourage best practice by identifying fault trends and causes using the continuous review process to implement change.

## Resource responsibilities

Indicate the typical number of direct reports, financial responsibility, control over subcontractors and any responsibility for assets, systems or outsourced services.

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## Person specification

Describe the knowledge, skills, qualifications, personality and experience required for the job.

- 17th Edition
  - Should have experience of working on all the various electrical/mechanical equipment within the building. ie boilers, AHU's VAVs, Chilling/Air Conditioning, Water Services, Lighting systems, Fire Alarm Systems, Power Distribution and building management systems.
  - The candidate should have the ability to carry out inspection & testing as required and possess excellent communication and customer service skills.
  - An understanding of health & safety regulations
  - An effective communicator and have basic computer literacy skills and an understanding of service level agreements
  - A flexible work ethic
  - Successful completion of criminal records check at basic disclosure level is mandatory for this position along with five years checkable history with references.
  - Maintain a smart appearance and adhere to uniform standard
  - The candidate should hold a valid current driving license

## Other factors relevant to the job

Enter any additional information which the job holder would need to know, for example: requirement for UK-wide travel, shift patterns, night working, call outs etc.

Line Manager <i>Signature</i>	
Print Name	
Date	

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Job Holder <i>Signature</i>	
Print Name	
Date	

<i>FOR HR USE ONLY:</i>					
<i>Job Grade</i>		<i>EMCOR Competency Level</i>		<i>Training Profile UTC</i>	