



Job Title:	Service Engineer	Position Type:	Full Time – 37 hours per week
Location:	Laughton, East Sussex	Travel Required:	As required (>50%)
HR Contact:	personnel@quorumtech.com	Date posted:	October 2, 2023
Job Description			

MAIN PURPOSE OF JOB

To ensure that customers remain satisfied with their Quorum equipment by providing first line technical support to customers and colleagues, repairing equipment in a timely fashion and otherwise promoting the service business.

RELATIONSHIPS

REPORTS TO: Field Service Manager

RESPONSIBLE FOR: No direct reports

INTERACTS WITH: Engineering; Applications; Operations (Production, Purchasing & Stores); Sales Admin; Sales; Customers.

Tasks include:

- Providing technical support and advice to Quorum customers, distributors and colleagues via our telephone helpdesk, service email and site visits.
- Liaising with customers on logistics, including shipment from factory of new instruments and return of faulty instruments to the factory.
- Diagnosis and repair of faulty instruments in accordance with Turnaround Time targets.
- Complete service reports for all jobs, noting the work done and highlighting issues for further action.
- Timely escalation of cases, when necessary.
- Occasional support of design and development through product testing.
- Occasional building of instruments in accordance with Turnaround Time targets.
- Maintain databases on customer service in order to produce reports on KPI's such as Mean-Time-To-Failure, Customer Satisfaction, Turnaround Time, Right-First Time Fixes, Repeat Visits etc.
- Promoting sales of contracts and service parts.
- Occasional attendance at trade shows.
- Installation of our Cryo Transfer systems and other related products.
- Training of customers in the use of our equipment.
- Travel within the UK and internationally as required.

These activities are not an exhaustive list of duties and you will be expected to perform different tasks as necessitated by changes in your role within the organisation and the overall business objectives of the organisation.

PERFORMANCE MEASUREMENT

- Installations are to be successfully completed within the agreed timeframe and to an acceptable standard to the customer (i.e. Customer sign-off achieved).
- Repairs are to be successfully completed within the agreed timeframe and to an acceptable standard to the customer.
- Ensure customer queries and concerns are dealt expediently and within the committed timeframes.
- Ensure customer expectations are met and maintain Quorum's established reputation for excellence.
- Ensure that all established administrative routines and records are kept accurately and up to date.

QUALIFICATIONS AND EDUCATION REQUIREMENTS

- Significant, demonstrable experience in a relevant occupation, or
- HNC/HND in a mechanical or electrical subject
- A full, UK driving licence.
- Good colour perception, ability to pass colour perception test.
- Must be computer literate (MS Office), able to connect to the internet and operate email at remote sites.

REQUIRED EXPERIENCE & SKILLS

The successful candidate will have:

- Manual dexterity combined with ability to use hand and power tools.
- Ability to read and interpret correctly electrical/electronic and mechanical engineering drawings.
- Ability to follow circuit diagrams so as to build instrument point-to-point wiring looms from single cables to form looms and tie-wrap.
- Ability to prepare cables, fit sleeve and solder and or crimp joints.
- Ability to connect and operate pressurised gas bottles.
- Ability to use electrical test equipment, including multi-meters.
- Ability to use mechanical test measurement instruments including micrometers and Vernier gauges.
- Ability to fit, test and commission complete systems involving medium to high vacuum levels.

PREFERRED EXPERIENCE & SKILLS

- Must be able to fit into a small team and able to work in a modern team-based culture with minimal direction.
- Essential that the individual is highly motivated and able to work unsupervised.
- Must be willing to tackle tasks that are outside this outline job description.
- Must be of smart appearance as will be the company representative on site.
- Must have a good telephone manner and capable of dealing sensitively with stressful situations.
- Must be sensitive to the culture when on customers premises and be properly confident when dealing with customers' staff at all levels, frequently with senior scientific and academic staff.
- Display a sense of urgency when dealing with customer problems.

Must be willing to travel both within the UK and internationally, should the need arise for build, repair and/or test work at a client or distributor.

ADDITIONAL NOTES

- This role will include travel to meet customers and suppliers, which will include overseas trips. Full valid driving licence and passport required.
- Assisting with packing/unpacking products will require bending, lifting and carrying heavy equipment.