

Job Description

Service Engineer – South Wales

HYDAC was founded in 1963 as an independent provider of hydraulic accessories and is today an internationally established group with over 8000 employees, 50 branch offices and 500 trade and service partners world-wide.

We are looking for a Service Engineer to work within our growing Service team to expand our presence in UK markets. This exciting role will be focussed across a number of industries and products including automotive, industrial, mobile, pulp and paper and power generation.

Reporting directly to the Service Manager the principal objective of the Service Engineer is to perform service, maintenance and repair work on customer and in-house hydraulic equipment.

Role responsibilities include:

- Service, installation and maintenance of our hire equipment and customer products.
- Carrying out “Health Check” analysis and preparing comprehensive reports for the customer on their hydraulic and lubrication systems.
- Using fault finding skills to determine why products and systems are not working correctly and compile reports and quotations explaining how this can be fixed.
- Managing installation/maintenance projects on site.
- Working with colleagues to organise and plan outages to ensure all parts and equipment required is in place for the work to take place.
- Liaising with Engineering, Field Sales personnel and Product Managers to ensure customers’ requirements are satisfied.
- Provide support for our Service Partners and Distributors.
- Preparation of quotations for spares, repairs and site work ensuring the customer’s requirements are satisfied.
- Developing good working relationships with Key Accounts in your area, ensuring our equipment is working as it should be.

Management may, from time to time, require you to carry out tasks in addition to your normal duties, provided these tasks are both reasonable and within your capabilities.

Profile:

The nature of the role means we are looking for someone with excellent communication and interpersonal skills and who is comfortable working within a team environment. The ideal candidate will possess the following attributes:

- ONC/D (equivalent or higher) in Mechanical/Electrical Engineering
- Familiarity with hydraulic fluid contamination codes (ISO, NAS and SAE)
- Experience of visiting customers on a technical level
- Fault finding in electromechanical systems
- Ability to problem solve and work under own initiative
- Mechanical Aptitude
- Well organised, conscientious and hard working
- Highly motivated self-starter with the ability to adapt to fluctuating work demands and multiple priorities.
- Good IT skills using Excel, Word, Outlook and PowerPoint.
- Strong understanding of customer service, problem solving and able to identify new sales opportunities.
- Commitment to personal development
- Full Driving Licence
- Eligible to work in UK

Desirable attributes :

- HNC/Foundation Degree in Mechanical/Electrical Engineering
- Experience of hydraulics/hydraulic related field and products
- Engineered systems
- Experience of servicing Hydac products
- Machine Shop skills
- Practical 'hands on' experience
- Understanding of hydraulic circuit diagrams
- Understanding of fluid contamination and relevant standards

Location:

Working throughout the UK this role will be 50% field-based and, depending on the candidate's location, 50% working from home or our UK headquarters in Oxfordshire.

If you are interested in applying for the above position please forward a covering letter and CV, including salary expectations, to recruitment@hydac.co.uk quoting the reference 'ServEngSW'