

Reporting directly to the Service Manager, the Service Engineer - Workshop is partly responsible for the day-to-day running of the Service Workshop. You will manage projects within the workshop and take responsibility for in-house warranty work and customer equipment whilst in for repair.

The principal objectives of the Service Engineer - Workshop are as follows:

1. Be partly responsible for the day to day running of the service workshop, duties to include:
 - Ensuring all service hire items are in serviceable condition and ready for use
 - Maintaining all hire items in a calibrated state (if required)
 - Helping to maintain a database with the location of all hire items
 - Maintain service kits so they are in a state of readiness HMG, Accumulator Charging, Fluid Extraction Set etc.
 - Ensuring that all tools in the workshop inventory are accounted for and kept in a serviceable and PAT tested state (if required)
2. Responsible for customer equipment whilst in for repair, including:
 - Quotations for repairs and overhauls
 - Testing of equipment
 - Repair of equipment
 - Ensuring thorough reporting
 - Ensuring customer contact throughout
3. Responsible for in-house warranty work (testing and repair):
 - Testing and reporting of returned items in liaison with Customer Support Engineer
 - Repairs of warranty returns (if applicable) in liaison with the Customer Support Engineer and Hydac Service GMBH
4. Shared responsibility for the management of projects within the workshop including:
 - Service and repair of auxiliary brakes
 - Service and repair of power packs
 - Installation and testing of hydraulic tubing
 - Ensure thorough reporting
 - Ensure customer contact throughout
5. Liaising with Engineering, Field Sales personnel and Filter Specialist to ensure customers' requirements are satisfied
6. Occasionally working off-site on project work.
7. Carrying out in-house presentations and service training
8. Providing support for service partners

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 interpersonal skills 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:

The role will be predominantly based at our facility in Charlbury, Oxfordshire although there will also be occasions when you are required to work at our Head Office in Witney and also on our Customer's sites.