



External Services Engineer

Salary: £25-30K per annum

Location: Field Based

Duration: Permanent

Start: asap

The Company

Dearman is a global technology company delivering clean 'cold and power'.

Dearman's cutting-edge technology uniquely harnesses liquid air to deliver zero emissions power and cooling. It is developing a portfolio of proprietary technologies, products and services, which deliver significant reductions in operating cost, fuel usage and emissions, at low capital cost.

The first application of Dearman technology, to provide sustainable and efficient transport refrigeration, is currently undergoing trials.

The company is building an international reputation for innovation, rigour, commercial acumen and engineering excellence, all to fulfil its primary objective - to make the world a cleaner, cooler place.

Job Summary

Reporting to the Operations Director, Dearman is seeking an External Service Engineer to manage installation and maintenance/service support of a first of a kind multi-million pound technology deployment. The role will involve working closely with Dearman's field services team and a pre-selected group of technology vendors to ensure that a suite of technologies are installed in retail and food processing environments against an aggressive timeline in a manner acceptable to our launch customers (a major retailer and one of the UK's largest food processors).

Responsibilities

1. **Maintenance contracts**
 - a) Ensures work is carried out safely, on time and to the correct standard.
 - b) Orders parts and components in time to complete scheduled planned component change outs.
 - c) Plans all work in co-ordination with the customers' production and maintenance department, ensuring that neither service accuracy or availability suffer.
 - d) Ensures all inspections and tests are carried out as scheduled to ensure all faults are found before major failures occur.
 - e) Be hands on and oversee removal and installation tasks as and when required. Ensuring that the commissioning is in accordance to the engineering recommendations and that all documentation is completed

2. **Technical support.** Carries out system trouble shooting, in the field or workshop.
 - a) Provides detailed documented description of the failure.
 - b) Provides an accurate list of all parts required to fully repair the failure
 - c) Carries out the repair or replacement of the failed item.
 - d) Re-calibrates or adjusts the new component and other systems.
 - e) Teaches local staff, on the job how to carry out the all procedures.
 - f) Carries out repairs and rebuild work in Dearman and customers workshops
 - g) Ensures all work is carried out to set procedures and relevant inspection forms are always used where applicable and available.

3. **Warranty**
 - a) Establishes and determines if a failure is warrantable or not.
 - b) Establishes the cause of the failure.
 - c) Orders parts to carry out the warranty repair.
 - d) Ensures the repair is carried out correctly and all consequential damage has been repaired.

4. **Technical.** Must be proficient in the use of
 - a) Electronic diagnostic tools.
 - b) Computer based diagnostic tools.
 - c) Hydraulic diagnostic tools.
 - d) Flash file updates
 - e) Read and interpret electrical schematics.
 - f) Read and interpret hydraulic schematics.
 - g) Service information systems, computer and hardcopy.

5. **Liaison.**
 - a) Able to form a working relationship with customers.
 - b) Act as the first point of contact between customer and Dearman management when needed.
 - c) Provide accurate written reports on customer issues.
 - d) Provide daily machine status update during the planning meetings

5. **Other Skills**
 - a) Ability to work hands on independently
 - b) Ability to lead a team (Champion)
 - c) Self-motivated and work on own initiative
 - d) Provide Knowledge transfer to local staff
 - b) Willing to work according to the needs of the business
 - c) Ability to work in remote areas, with little outside support.
 - d) Computer literate
 - e) Lead by example



Person Specification

The successful candidate will be a self-starting motivated individual with experience of carrying out troubleshooting and repair of mobile plant and equipment in the field. Including engines, refrigeration systems, hydraulics and electronic systems

Ideally they will have experience of developing a service support offering from scratch with a degree of technology risk management. We are also looking for an ability to manage complexity across multiple sites and technologies.

Experience of any of the following sectors are an advantage:

- Commercial refrigeration or HVAC systems
- Other FMCG sector or temperature controlled logistics experience
- Operations or logistics in food processing or retail environments
- Independent power projects

International experience or foreign language skills would also be an asset.

Other Job Details

The job will be a field based role, with regular travel to meetings with customers and suppliers in the UK and overseas.

Working hours are 9am-6pm although as a new business there may be a requirement to work flexibly or additional hours as required. Paid leave is 25 days, plus English bank holidays.

Application deadline: 7th April 2017

Please note, we will take all relevant experience into account when considering your application. To apply for this position, please submit a CV and cover letter addressing how you meet the criteria set out in the person specification to careers@dearman.co.uk. We may appoint before the deadline.