



# Job Description

Date of issue: January 2023

<b>Job title:</b>	<b>Field service technician</b>		
<b>Location:</b>	Horsham based		
<b>Reports to:</b>	Framework Manager		
<b>Job purpose / Objective:</b>	Ensures the successful servicing of ERG process plants at client sites		
<b>Job status:</b>	Permanent	<b>Duration of assignment:</b>	N/A

<b>Principal duties and responsibilities</b>	<p><b>1. Plant Maintenance and Inspection</b></p> <ul style="list-style-type: none"> <li>Carry out regular servicing of clients' odour control plants</li> <li>Fault find and provide accurate records and reports to enable remedial works</li> <li>Consult with plant operators and investigate areas of concern of reported failures and identify and propose remedial solutions</li> <li>Carry out regular basic tests using a variety of instrumentation and make repairs as appropriate</li> <li>Be available to support call out requirements</li> </ul> <p><b>2. Other duties:</b></p> <ul style="list-style-type: none"> <li>Undertake commissioning tests and commission process units in accordance to the commissioning plan as required to assist other ERG departments</li> <li>Conduct other similar duties as from time to time assigned by the Site Services Manager. In particular provide site installation and servicing support to other ERG divisions on a secondment basis as required by the demands of the business.</li> <li>Undertake flow surveys</li> </ul> <p><b>3. Training</b></p> <ul style="list-style-type: none"> <li>Prepare training material and conduct client training to the appropriate level required to operate the process plant</li> </ul> <p><b>4. Others</b></p> <ul style="list-style-type: none"> <li>Undertake other reasonable duties as required</li> </ul>
<b>Essential qualifications &amp; experience required (Hard skills / soft skills)</b>	<ul style="list-style-type: none"> <li>HNC / HND or similar qualifications in an engineering discipline</li> <li>Electrical qualification would be preferable</li> <li>5 years experience of servicing process plant and machinery, ideally in gas processing plants</li> </ul>

	<ul style="list-style-type: none"> <li>• GCSE in maths and English</li> <li>• Current qualifications appropriate to safe working safely on site at chemical process plants and construction sites (including a valid CSCS card)</li> <li>• Full driving licence &amp; valid passport</li> </ul>
<b>Key competencies</b>	<ul style="list-style-type: none"> <li>• Knowledge of the appropriate standards and codes of practice</li> <li>• Ability to exercise sound and sensible judgement with regards to engineering risk</li> <li>• Confidence to stand by health and safety judgments and not be pressured into compromises</li> <li>• Able to work at height and in confined spaces</li> <li>• Follows through tasks to completion</li> <li>• Takes responsibility for individual performance</li> <li>• Challenges unacceptable behaviours and creates an open climate</li> <li>• Demonstrates a positive attitude</li> <li>• Conducts all client interactions with a high level of integrity</li> <li>• Interacts openly, directly and constructively</li> <li>• Able to prioritise, organise and plan work schedule effectively</li> <li>• Ability / judgment to adjust RAMS as required to reflect any changes on site</li> <li>• Numerate</li> <li>• Computer literate</li> <li>• Maintains calm professionalism in the face of urgent client issues</li> <li>• Flexibility to travel and stay away from home in the UK and internationally</li> </ul>
<b>Key interactions</b>	<p>Internal;</p> <ul style="list-style-type: none"> <li>• Maintenance Director</li> <li>• Framework manager</li> <li>• Commissioning Manager</li> <li>• Project Managers</li> </ul> <p>External;</p> <ul style="list-style-type: none"> <li>• Clients' technical and operational staff</li> <li>• Equipment suppliers</li> <li>• Subcontracted installation staff</li> </ul>
<b>Measures &amp; dimensions</b>	<p>The keys measures of success of this role are:</p> <ul style="list-style-type: none"> <li>• On schedule issuing of service reports</li> </ul>
<b>Management reporting</b>	<p>Regular progress reports to include:</p> <ul style="list-style-type: none"> <li>• Daily reporting to the Service Team Manager</li> <li>• Project status reports for each project assigned</li> <li>• Timesheets</li> </ul>
<b>Health &amp; safety</b>	<ul style="list-style-type: none"> <li>• Conduct all activities with regard to the health and safety of ERG's, customers' and suppliers' staff</li> </ul>