

JOB DESCRIPTION / PERSON SPECIFICATION

Job Title:	FIELD ENGINEER		
Department	Working across all depts.	Date Created/reviewed:	July22
Job Location:	Midlands Based	(please delete)	
Reporting to:	Ian Brooks	No of direct reports: (if applicable)	0

About ATG Access

ATG Access exists to enhance urban environments, creating spaces where everyone can feel safe and live protected from vehicle borne threats.

We believe that physical security solutions should be accessible for all, forging a world without fear of vehicle borne threats, enhancing the environments in which we live, work and play.

Our mission? To empower our employees, harnessing their passion to inspire the creation of exceptional physical security solutions for the built environment, whilst positively contributing to the world we share.

Key Aim:

Accountabilities and Activities	% of time
<p>Purpose of Role: Provide high quality Installations and servicing of all bollard systems within the ATG Access range of products. Providing world-class customer service.</p> <p>Manage time and travel efficiently. Assist in the service department/Panel shop/test bay where needed.</p> <ul style="list-style-type: none"> • Update customer with timings of arrival and progress of work carried out. • Ensure all site worksheets/timesheets all complete and signed • Ensure Van Warehouse inventory levels are maintained and inform office of inaccuracies. • Maintain a tidy and safe van • Request and book out parts following the correct procedures • Attend regular engineers training days contribute to these as a presenter possibly and wherever possible make sure that the training focused and appropriate based on “engineers feedback forms and meeting” • Upload software and drawing changes to the office, wherever possible photograph site at install and upload to the server in the project file for ongoing use by service • Inform office of any systems changes and take photos where necessary • Feedback to office engineering change suggestions • Installation of all ATG products, including access control systems • Commissioning of all ATG products, including access control systems. • Installation and commissioning of 3rd party products ATG sell • Servicing of all ATG products (including manual products) • Liaise between members of the installation team and employees at CoBaCo 	

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<p>house to assist in solutions or resolve issues and/or delays.</p> <ul style="list-style-type: none"> • Help implement/develop processes that will improve the overall installation process and customer satisfaction • Help resolve reoccurring issues during installation or during installation preparation. • Assist where necessary in the service department <p>Assist where necessary in the build and test bay for panels</p>	
<p>The person will have access to privileged information which they will be required to treat as confidential.</p>	

CAVEAT

This job description gives an outline of the responsibilities of the post and should not be considered as definitive. It will be reviewed regularly and may be changed to meet the changing needs of the organisation.

Person Specification

Requirements	Essential	Desirable
Education & Qualifications	<ul style="list-style-type: none"> • Relevant electrical qualifications • 18th Ed. • 	
Skills, Knowledge & Experience	<ul style="list-style-type: none"> ▪ Sound IT skills (particularly Excel) ▪ Ability to efficiently organise workload. ▪ Ability to work autonomously or as part of a team. ▪ Good problem-solving skills ▪ A minimum of 5 years experience in a similar role. ▪ In-depth knowledge of marketing techniques and best practices. ▪ Capacity to manage various projects and work to tight deadlines. ▪ Excellent negotiation and leadership skills. ▪ Outstanding written and verbal communication skills. <p>Previous working experience within a construction industry would be an advantage and working in a high volume and fast moving data environment</p> <p>Technical knowledge of manual and automatic bollard system essential.</p> <p>Technical knowledge of ATG’s Bollard/Barrier/Gate control systems.</p>	

Requirements	Essential	Desirable
Competency & Behaviour	<p>Must have a pro-active and adaptable approach and demonstrate the following competencies:</p> <ul style="list-style-type: none"> • Can-do attitude • Communicates written and oral information clearly and concisely. • Establishes productive, cooperative relationships with customers, peers, management and suppliers • Excellent time management and organisational skills • Ability to establish priorities and work to tight deadlines • Awareness of deadlines with ability to re-prioritising to ensure results can be achieved • Assumes ownership for getting a job done and takes pride in their work • Showing commitment to completing allocated tasks despite setbacks • Deliver excellent customer service • Reliable and co-operative team member • Willing to go the extra mile to help others 	
Other requirements	<ul style="list-style-type: none"> • Current driving licence. • 	
Software Packages	<ul style="list-style-type: none"> • Some knowledge of Priority ERP • Microsoft Office • Microsoft Windows Mobile • Knowledge of various access control systems • Siemens (TIA Portal), 	
Key words	<ul style="list-style-type: none"> • The job holder should be: conventional, consistent, adaptable, precise, creative, alert, active, self-starting. 	
	<ul style="list-style-type: none"> • This job description is an outline of the key tasks and responsibilities of the role and the postholder may be required to undertake additional duties appropriate to their level. The post may change over time to reflect the developing needs of the business, as well as the personal development needs of the postholder. 	

INTERNAL USE

Employee's Name & Signature: _____ Date: _____

Manager's Name & signature: _____ Date: _____

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