

Role Profile Security Systems Engineer

Reporting to a Service Manager, the Security System Engineer, (SSE), will be responsible for the maintenance of multi-discipline security systems. Alongside routine servicing, the SSE will test, inspect, repair and install associated equipment and products. The SSE will be required to undertake necessary fault finding on sites and ensure the customer is advised of reasons for and pricing of recommendations to ensure their site is compliant and safe to company and industry standards. All aspects of administration to support smooth operations must be demonstrated and all behaviours in support of our values must be evident throughout your employment.

Person Specification

- Deep understanding of the relevant British Standards relating to Intruder Alarms, CCTV, Access Control, & Intercoms
- Able to demonstrate a commercial and operational approach to the running of accounts
- Confident and self-aware with the ability to communicate professionally
- Able to influence positively to gain effective outcomes
- Able to maintain performance in stressful and challenging circumstances
- Able to build and maintain long-term professional relationships both internally and externally
- Able to identify solutions to suit internal and external customers
- Produce high quality work ensuring recording and use of systems is accurate and BI is analysed and acted upon
- Effective organisation to ensure priorities, goals and deadlines are achieved.

Competencies

Communication	Someone with confidence, self-awareness and the ability to make a positive impression on others. Someone who demonstrates professional credibility by communicating verbally and in writing to be clearly understood and make an impact. Someone who is energetic, committed and determined to deliver results. Someone who is dependable, reliable and accountable for their own behaviour and has a willingness to learn, expand their own skill set and pursue their career with the Company.
Relationships	Maintain personal performance and confidence in difficult, stressful, ambiguous and challenging circumstances. Recognise and act on signals of stress and responds appropriately when working under conditions of continuous pressure. Deals with situations in infancy to avoid future complications Recognising individuality and encouraging empathy, mindfulness and respect.
Teamwork	The ability to build and sustain long-term professional relationships based trust, respect and understanding. Someone who works co-operatively and with flexibility with others as part of a team (as opposed to working competitively or separately). It includes respect for other individuals by listening to and recognising the validity of others opinions, feelings and motivations.
Performance	Ensure all Company systems are supported and entry is accurate Support all colleagues with accurate and timely responses Produce high quality written work ensuring all recording activity and administration is accurate and effective organization is employed to ensure priorities, goals and deadlines are met

The purpose of this role profile is to focus attention on the most important aspects of this role. It is not intended to be a complete list of every duty and it is, therefore, to be expected that the day-to-day performance of the job will frequently include tasks not listed above. The list of duties for which the job holder is responsible may be varied or added to. Any such alterations, if intended to be permanent, will be notified in writing.

Commitment	<p>Work towards a safe and happy work environment for each other, and take responsibility for your actions, performance and development. Someone who ensures all anomalies and issues are addressed promptly, professionally to ensure employees and environment are not exposed to unnecessary risk.</p> <p>The ability and willingness to produce high quality work by seeking out and providing relevant information, attention to detail, insisting on clarity of information and maintaining the system correctly.</p>
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Responsibilities:

Performance

- The SSE will attend customers and prospective customer sites. During visits, a comprehensive survey will be provided to ensure site safety, and advice is given in relation to the adequacy of their Security Systems, and their compliance with the relevant BS Standards.
- The SSE will prepare recommendations during a site visit to ensure sites are compliant with British Standards and the client is aware of how their site has performed during the visit in relation to these standards. The SSE will ensure that the Service Code, Remain, Explain and Deliver is supported at every client visit made.
- The SSE will identify and maximise sales opportunities whilst on site to ensure the Groups products and services are cross-sold to develop the clients account and enhance their onsite Security Systems. Examples of such sales include replacement or additional electronic security equipment, 'extended service' items, spare parts and coverage.
- Complete and be accountable for, the quality and delivery of the designated workload and provide compliant installation and maintenance of Security System products and associated equipment.
- Work proactively to ensure personal and team KPI's and objectives are attained and assist towards the achievement of Company objectives.

Commitment

- Take proper care of any Company resources you are provided with and ensure you comply with their specified safe and efficient use, ensuring your use is in support of all Company policy regarding equipment.
- Maintain a smart and professional appearance, proudly wearing the Company uniform and to adhere to support all employment policies and standards at all times.
- Ensuring the health and safety of self and others throughout all on and off site operations, and maintaining an awareness of and have regard for, trade-related environmental issues.
- Communicate professionally, effectively and empathically with customers and colleagues. Be an ambassador for the Company and communicate diplomatically to strengthen customer relationships.
- Work to, and to maintain in date knowledge of relevant NSI/NACOSS guidelines BS8243, PD 6662 : 2017 Which is the UK implementation of EN 50131, BS EN 50132-7: 1996, NSI ICP 30 is required in order to fulfil all aspects of the maintenance during the routine service visit in order to deliver relevant feedback to all our customers at each planned maintenance visit.
- Attend technical training courses, seminars and other events as may be required by the Company in order to help maintain technical skills and product awareness. Maintain a robust knowledge of servicing, installation and commissioning of various security systems

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- Contribute to the ongoing evaluation of the service through yearly reports, user surveys, audits, etc.
- To work within the Company's quality auditing and management policies, guidelines, protocols and procedures.

Teamwork

- Communicate and work effectively within the team and contribute positively in team development initiatives and operations; through personal involvement, listening, training or leading.
- Provide flexibility in your approach to work and liaise with the branch manager and team regarding service cover (including providing some out-of-hours and out-of-area cover).

Role Tasks

- Utilising the software follow the work plan assigned to you from the Customer Focus Department.
- Whilst on client site you will support the workflow prompted on the software which will guide you through your visit, proving you with allocated timings for your visit, relevant products for the client and checkpoints.
- You will undertake compliance checks prior to commencing all on-site work, which may cover, risk assessment, manual handling assessment, working at heights assessment or working in confined spaces.
- You will ensure the daily use of company equipment is safe and compliant and does not highlight occasion where customers, colleagues or members of the public have reason to complain.
- You will work towards assigned daily KPI and therefore your compliance use of the company software is vital.
- You will ensure you are able to manage and maintain a productive work plan identifying and planning the most logistically efficient routes in relation to time and customer needs.
- You must demonstrate good technical skills across all disciplines of Intruder Alarms, CCTV, & Access Control Systems (including intercoms) with a proactive approach to fault finding and a logical and organised means of providing solutions.
- Throughout all service interactions, excellent customer service, compliant and high quality technical advice and installation and maintenance work must be evident. The Company seeks to ensure installation, servicing at our customers' sites, delivers security system operations fit for purpose and in support of customer compliance requirements.
- Commissioning and installation of security products and associated equipment on client site document all inspections, maintenance, service work, through company software
- Ensure whilst completing installs that all returns/ parts are managed and manages repair parts cycle is noted, ensuring that tools and test equipment are properly maintained and calibrated Assess product/equipment performance based on field support data; recommend modifications or improvements and seek advice from technical support of manufacturers equipment other service professionals as required.
- Participate in site surveys and site meetings as required.

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