


Job Description		
Job Name :	Service Engineer – Controls Systems Bias	
Job group :	Technical	
Reports to :	Service Team Lead	
Purpose of the Role		
<p>The Service Engineer will have a strong understanding of controls software and will be responsible for visiting customers sites at short notice to fix problems with the Machinery & equipment.</p> <p>Your skills are likely to have developed from supporting customers on site and having a keen interest in the controls software on various PLC platforms, typically Siemens, Rockwell, Beckhoff for example with an aptitude to doing change codes and rectifying software problems.</p>		
Key Accountabilities		
<p>You will be the face of the business as you travel to customer’s facilities to help diagnosis and rectify issues on site.</p> <p>You will be able to provide a good level of software design output through a thorough understanding of internal/ external customer and regulatory requirements.</p> <p>Provision of the design & development of PLC Code from a pre-written code (Rockwell & Siemens, Mitsubishi, Allen Bradley & Rockwell) Siemens (Essential) is key.</p> <p>Travel to customer sites to carry out site commissioning activities (SAT), post installation support or customer training is an essential requirement.</p> <p>In addition, you will provide a high level of commercial awareness to ensure software design solutions and scope changes are managed in accordance with the company’s standard operating procedures;</p> <p>Effectively communicate updates to the Service Team Lead, customers and suppliers;</p> <p>Play a pro-active role in the department’s continuous improvement programme;</p> <p>Travel at short notice to customers sites around the world including locations such as USA, Europe & Asia.</p> <p>When not travelling to customers sites, be able to both work from home & travel to the main facility in Tadcaster.</p> <p>Always strive to add value to our customers, building partnerships based on trust, respect and flexibility, and communicate effectively at all times and provide unrivalled extra service, unexpected and beyond anything our competitors provide.</p>		

Key Responsibilities

Testing of PLC and HMI/SCADA software applications primarily using Siemens.

Reactive Maintenance and Commissioning on customer sites in both the UK and abroad.

Provide technical support to customers as well as the aftermarket function.

Provide a high level of skill in interpreting the customer's and regulatory requirements to ensure software designs are well aligned. This will ensure technical risk is reduced to acceptable levels and deliver solutions right first time.

Being constantly commercially aware to maximise value to our customers and maintain a loyal customer base.

Contribute to the department's continuous improvement programme to ensure the business provides the highest possible value of service to our customers.

Compile information and report to the Service Team Lead on the project performance relative to the departments KPI's. This will ensure the department is constantly aligned to the company's strategy.

Perform the role of technical support in collaboration with the Service Team Lead.

Core Behavioural Competences

Mpac Lambert Core Competencies

1. Safety Health Environment (SHE)
2. Flexibility
3. Initiative
4. Thoroughness
5. Positive Self Image
6. Self-Development

Role Specific Competencies

1. Innovative Thinking
2. Rational Persuasion
3. Critical Information Seeking
4. Analytical thinking
5. Interpersonal Awareness
6. Results Orientation

Knowledge and Experience

1. Experience in software of industrial automation.
2. Experience of working as a Service / Commissioning Engineer or in a customer-facing role.
3. Experience in evaluating technical requirements and providing viable solutions.
4. Interpretation of customer requirements and providing technical solutions.
5. Commercially aware of the effective use of resources, scope change and implications of choice.
6. Applying technical due diligence & being risk aware.

Technical Skills and Qualifications

Essential

1. Apprentice trained in Electrical or Mechatronic Engineering.
2. HNC, HND, or BSC in a relevant engineering discipline would be ideal.
3. Proficient in the use of Rockwell and Siemens programming platforms.
4. Integration of robotics into automation solutions would be advantageous.
5. Process automation background.

Desirable

Previous skills utilising the following would be an advantage:

1. Rockwell Automation products – RSLogix/Studio 5000/FactoryTalk
2. Siemens TIA Portal, Step 7.
3. GE Fanuc iFix and Aveva InTouch & System Platform.

Relationship and Reporting Line

Reports to Service Team Lead.

Working relationships with: Aftermarket Department, Design team, Departmental managers, Customers, Suppliers, & Institutions