

JOB TITLE: INSTALLATION ENGINEER

ACCOUNTABLE TO: Projects Manager

JOB DESCRIPTION – Key Purpose of Role:

To provide a clear and defined resource to undertake builds, installations, decommissions, site surveys and technical courier services to the highest standards, and to pass this level of knowledge and skill base on to in-direct engineers by mentoring, coaching, training and support. To provide a full and exact installation service in line with current specifications and instructions for respective clients. Providing both in and out of hours support to engineers and clients for defined business streams by telephone and on site as required, becoming central to Box's services proposition.

To support the build, configuration and repair of software and hardware both on-site and at Box as demand requires.

To perform administrative tasks required by the role (work instructions, form creation, diary management)

Supporting the Projects Office with all reasonable tasks in order to achieve the successful delivery of projects and BAU business streams, ensuring that they are delivered to the agreed scope.

To drive improvements in efficiency by continuous process review and to initiate these into normal working practices and procedures.

VALUES:

To be guided in all actions by a commitment to colleagues and customers whilst acting with professionalism and integrity at all times. Key to this is a determined and resourceful approach typified by a positive attitude.

DUTIES / KEY TASKS:

- To provide full and exacting installation services in line with current specifications and instructions for respective clients, providing in and out of hours telephone or on-site support to fellow engineers when required. To act as an ambassador of Box Technologies, proactively promoting the company's ethics and desire to achieve customer service excellence. To provide training and support to other engineers (mainly but not exclusively contractors), facilitating training sessions as and when required.**

Knowledge & Understanding

- Understands Box Technologies' product portfolio.
- Clear understanding of the company business plan and objectives.
- Sound knowledge of controls used by the business.
- Excellent understanding of the processes, policies and standards required
- Understands work flow concepts
- Deployed Hardware
- Configuration
- Windows
- Network and Wireless
- Cat 5e and 6 Cabling
- Complex installs such as Digital Signage and Kiosks
- H&S Compliance CSCS MEWP etc

Skills

- Works to key project requirements in order to deliver success
- Resolving of day to day problems and issues
- Works positively and effectively in a changing environment
- Learns from experience; implements remedial action to improve future delivery
- Clear attention to detail.
- Can present clear, concise data both written and verbally.
- Excellent ability to prioritise tasks and manage own time.
- Disciplined approach to meeting goals and objectives
- Clear, calm and concise communicator
- Can present and promote can do mentality and sound work ethic.
- Provides positive feedback to clients
- Good organisational and administration skills
- Practical fitting skills (counters etc)
- Basic form creation and revision
- Can undertake surveys and create reports
- Escalates at correct juncture

LEVEL OF AUTHORITY:

Communicates effectively at all levels, liaising with appropriate individuals to understand requirements. Escalates critical issues in a timely and effective manner. Adhere to, practice and promote Quality Management processes and procedures. Communicate with customers and suppliers to ensure successful delivery of the scope of works within the defined parameters, reporting to the Department Manager as required.

2. The provision of build, configuration and repair services of software and hardware both on-site and at Box, acting as a flexible resource as and when the business demand requires.

<p><u>Knowledge & Understanding</u></p> <ul style="list-style-type: none"> ▪ Understands work flow concepts ▪ Good understanding of Box Technologies Quality management systems. ▪ Understands principles of quality control. ▪ Good level of product knowledge. ▪ Understands business plan. ▪ Good understanding of organisation structure and responsibilities. ▪ Hardware assembly, configuration and image application. ▪ Assembly, configuration and image application of EPoS, CCTV, Kiosk and other mainline technical product platforms ▪ ADSL and Network ▪ Cabling/connections ▪ Diagnostic processes ▪ Basic engineering process ▪ H&S Compliance CSCS MEWP etc 	<p><u>Skills</u></p> <ul style="list-style-type: none"> ▪ Assists with the delivery of plans to meet business needs ▪ Excellent ability to prioritise tasks and manage own time. ▪ Clear attention to detail. ▪ Clear, calm and concise communicator. ▪ Can present clear, concise data both written and verbally. ▪ Can embrace change in fast moving, pressured environment ▪ Disciplined and organised approach to business administration. ▪ Creates and follows work instructions Process Flow Diagrams ▪ Is pro-active in approach to process efficiencies and improvements. ▪ Deals with day to day issues and routes more complex problems as appropriate. ▪ Maintains accurate and up to date records as required ▪ Analytical approach to problem solving. ▪ Able to work efficiently and accurately when performing repetitive tasks. ▪ Basic tools processes
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LEVEL OF AUTHORITY:
 Communicates effectively at all levels, liaising with appropriate individuals to understand requirements. Escalates critical issues in a timely and effective manner. Adhere to, practice and promote Quality Management processes and procedures. Whilst at Box, follows instruction from Build Co-ordinator/Operations Manager or line manager; whilst on-site, follows the instructions provided, escalating issues to the appropriate department.

3. The creation and documentation of all necessary and supporting work instructions, process maps and controlled documents to facilitate operational procedures and project delivery in compliance with ISO9001 Quality Management standards.

<p><u>Knowledge & Understanding</u></p> <ul style="list-style-type: none"> ▪ Good understanding of company policies and procedures. ▪ Sound understanding of varying business areas. ▪ Clear understanding of the company business plan and objectives. ▪ Sound knowledge of controls used by the business. ▪ Understands the company operational procedures. 	<p><u>Skills</u></p> <ul style="list-style-type: none"> ▪ Creates and follows work instructions Process Flow Diagrams ▪ Recognises areas for improvement (not necessarily specific to individual responsibilities) and feedback to manager. ▪ Actively questions perceived inefficiencies. ▪ Deals with complaints in a timely and effective manner.
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LEVEL OF AUTHORITY:
 To adopt and participate in the company ethos of continual improvement, reviewing and improving standard operating procedures where identified. Creating new processes, documentation and work instructions in accordance to Project Delivery and ISO standards in consultation with the Quality Manager and Department Manager.

This Job Profile is not definitive and includes the necessity to carry tasks and duties fully as detailed in Box Technologies Management System and to carry any other duty that may be required in addition to those detailed that support the Company in delivery of its Business Plan

EXPERIENCE:

<p><u>Essential</u></p> <p>Educated to GCSE standard 3 Years' installation/engineer experience CSCS Card Working at height/ladders training</p>	<p><u>Desirable</u></p> <p>Experience in EPOS installations Engineering and repair experience Educated to A Level standard Mechanical Engineering Qualification Helpdesk or training experience MEWP Certification Administrative experience</p>
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OTHER RELEVANT INFORMATION:

Essential
 Full driving licence
 A level of physical fitness is indicated as both ladder work and lifting are required

INDUCTION TRAINING			
Company/Systems Awareness		Function Awareness	Product Awareness
Training Requirement	Responsible Person	Subject	Duration
Management Induction Presentations:			
Orientation Presentation	Chairman	Company overview presentation	1 hour
Orientation Presentation	HR Director	Human Resources/ Management System	1 hour
Orientation Presentation	Operations Director	Operations Overview	1 hour
Orientation Presentation	Technical Director	Technical Overview	1 hour
Orientation Presentation	Marketing Director	Marketing Overview	1 Hour
Orientation Presentation	Financial Controller	Finance Overview	1 hour
Orientation Presentation	Service and Support Manager	Service and Support Overview	1 hour
Orientation Presentation	Purchasing Manager	Purchasing Overview	1 hour
Orientation Presentation	Projects Manager	Project Overview	1 hour
Further workplace coaching:			
Production	Operations Manager	Half day in production. Shadowing production, service & Repair, Kiosk and RMA operatives.	4 Hours
Warehouse	Operations Manager	Half day in warehouse. Shadowing warehouse operatives, and goods in area.	4 Hours
Sales	Sales Administration	Half day in sales department shadowing indirect sales and sales administration.	4 Hours
Company information	HR Administrator	SharePoint Orientation, HR Forms Fire Safety, Health and Safety regulations	2 Hours
Access Dimensions Training	TBA	2- 3 hours coaching on the Access Dimensions system	3 Hours
Super Office Training	TBA	2- 3 hours coaching on Super Office CRM	2 Hours