

JOB DESCRIPTION & PERSON SPECIFICATION



1. JOB INFORMATION

Post Title: Multi skilled Security Systems Engineer

Salary details: £22-28k depending on experience

Mode: Full Time, Permanent (following successful completion of a probation period)

2. JOB DESCRIPTION

Main Duties and Responsibilities

Reporting to the Managing Directors the successful applicant will:

1. install wired and wireless electronic security systems including access control, intruder alarms and CCTV;
2. programme and maintain both wired and wireless electronic security systems;
3. identify, troubleshoot and resolve hardware, software and basic network related problems encountered by end-users of the product;
4. commission electronic security systems including cabling and related infrastructure in liaison with customers;
5. test systems and provide training to end users;
6. be able to define and solve problems based on experience and research
7. inspect installation sites and study work orders, electrical layouts, building plans, and installation manuals in order to determine materials requirements and confirm that installation procedures have been met;
8. communicate effectively in both oral and written communications with customers, supervisors, and other company staff;
9. take responsibility for ensuring that all customer queries are dealt with in a professional, high quality and timely manner and in line with company KPI's;
10. maintain and monitor the in-house bespoke Business Management System;
11. ensure that any issues are highlighted in a timely manner and are dealt with effectively;
12. provide effective support to the Directors by providing relevant knowledge, information and required documentation as and when appropriate.

AND such other duties that are within the scope and spirit of the job purpose and grading.

Supervision received

Managing Directors

Supervision given

Colleagues and apprentices

Contacts

Staff at all levels within the company. Customers and external partners and suppliers.

3. PERSON SPECIFICATION		
ATTRIBUTES	ESSENTIAL	DESIRABLE
Education / Qualifications	GCSEs at grades 9 to 4 (A* to C) or equivalent, in English, Maths, Science, or a technical subject	Further education or training in a relevant subject Relevant industry specific qualifications and experience
Experience (Paid and Unpaid)	Must have a minimum of 3 years' industry experience in installing and servicing CCTV, Intruder alarms and Access Control systems Good working knowledge of Paxton and Avigilon alongside other systems Experience of working closely with clients/customers and providing a high quality, professional service Experience of producing reports and completion of accurate paperwork and timesheets Good fault/problem investigation and solving skills	Experience of working in a and service environment Experience of installing, maintaining and configuring servers Experience of Installing cabling and containment Working to the criteria of the NSI NACOSS Gold Award.
Job-related skills/Aptitudes	A good knowledge of IP CCTV Good organisational skills and ability to prioritise work to meet tight deadlines Excellent attention to detail Excellent communication skills both in writing and face to face Practical skills such as the ability to follow technical plans and instructions Able to work as part of a team to contribute to Company goals	Ability to utilise a wide range of software packages including Microsoft Office and Bespoke work management systems
Interpersonal skills	Positive 'can do' attitude with willingness to learn Ability to work independently and to demonstrate initiative	
Other requirements	Full UK driving licence Must be willing to travel to and from customer premises Must be able to work flexibly to meet the needs of the company Working in line with all Health and Safety requirements Comfortable with working at height and working both indoors and outdoors. The role features frequent periods of standing, bending, pulling, twisting, reaching and climbing. Willingness to undergo DBS/Security Screening to BS Standard 7858 prior to offer of employment	Certifications in: Asbestos awareness. IPAF, PASMA and CSCS/ECS