

JOB DESCRIPTION & PERSON SPECIFICATION



1. JOB INFORMATION

Post Title: Intruder Alarm Engineer

Salary details: £19-22k 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 and programme wired and wireless electronic intruder alarms;
2. identify, troubleshoot and resolve hardware, software and basic network related problems encountered by end-users of the products;
3. commission electronic security systems including cabling and related infrastructure in liaison with customers;
4. test systems and provide training to end users;
5. be able to define and solve problems based on experience and research
6. 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;
7. communicate effectively in both oral and written communications with customers, supervisors, and other company staff;
8. take responsibility for ensuring that all customer queries are dealt with in a professional, high quality and timely manner;
9. ensure that any issues are highlighted in a timely manner and are dealt with effectively;
10. adhere to all company policies, procedures and regulations.

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	Relevant industry specific qualifications and experience
Experience (Paid and Unpaid)	<p>Must have a minimum of 2 years' industry experience in installing and servicing intruder alarms</p> <p>Good working knowledge of Videcon and other major systems</p> <p>Experience of working closely with clients/customers and providing a high quality, professional service</p> <p>Experience of producing reports and completion of accurate paperwork and timesheets</p> <p>Good fault/problem investigation and solving skills</p>	<p>Experience of Installing cabling and containment</p> <p>Working to the criteria of the NSI NACOSS Gold Award.</p>
Job-related skills/Aptitudes	<p>Good organisational skills and ability to prioritise work to meet tight deadlines</p> <p>Excellent attention to detail</p> <p>Excellent communication skills both in writing and face to face</p> <p>Practical skills such as the ability to follow technical plans and instructions</p> <p>Able to work as part of a team to contribute to Company goals</p>	Ability to utilise a wide range of software packages including Microsoft Office and Bespoke work management systems
Interpersonal skills	<p>Positive 'can do' attitude with willingness to learn</p> <p>Ability to work independently and to demonstrate initiative</p>	
Other requirements	<p>Full UK driving licence and be willing to travel to and from customer premises</p> <p>Must be able to work flexibly to meet the needs of the company</p> <p>Working in line with all Health and Safety requirements</p> <p>Comfortable with working at height and working both indoors and outdoors. The role features frequent periods of standing, bending, pulling, twisting, reaching and climbing.</p> <p>Willingness to undergo DBS/Security Screening to BS Standard 7858 prior to offer of employment</p>	Certifications in: Asbestos awareness. IPAF, PASMA and CSCS/ECS