

## Field Service Engineer

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Company: Apex Resource Management

Location: West Thurrock

Category: other-general

Field Service Engineer

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Permanent

This vacancy presents a brilliant opportunity for a Field Service Engineer to join a forward-thinking organisation who are a global leader in the design, development, and manufacturing of electric vehicles and is offering a competitive salary and benefits package.

Field Service Engineer Job Purpose:

To provide aftersales product support to the range of vehicles at various locations & customer depots. Supporting the full fleet of electric vehicles including service, repairs, diagnostics, and timely resolutions. May be required to provide aftersales support across the region covered by the service centre and on occasion provide additional cover in other areas as and when required.

Due to the nature of the product being supported by aftersales, elements of the training will be undertaken at the production facility in Sherburn in Elmet, which will initially require working away from home.

This role may require occasional overnight away from home working at other times subject to reasonable notice.

#### Field Service Engineer Duties and Responsibilities:

All aspects of PSV maintenance, inspection, fault diagnostics and repairs at the customer's premises and if required, at the service centre. Utilising the latest available technical guides and documentation to effect cost-effective and efficient repairs.

To liaise with customers, call centre and parts staff to report defects, and order required spares, to enable job completion in a timely fashion. Complete legible and accurate job write-ups and reports, obtaining authorisation and signature from suitably authorised depot staff once work is completed and prior to leaving the site.

To scan fully completed job cards to the service centre for processing on the day of completion or as soon as possible thereafter.

To actively partake in product training as and when required.

To always observe health and safety, being aware of surroundings and local engineering requirements.

Assist customer when required, with servicing/repairs to improve their product knowledge.

This list is not exhaustive, the role may require other reasonable duties from time to time in line with the needs of the business.

#### Field Service Engineer Essential Requirements:

Full driving licence + PSV licence

Minimum City & Guilds level 3 vehicle maintenance or equivalent

Excellent electrical and computer-based diagnostic skills.

EV or Hybrid competence, including HV trained in relation to High voltage DC electrical systems.

Able to work on own initiative and unsupervised.

We're looking to speak with suitable Field Service Engineer candidates as soon as possible.

Apply now with a copy of your CV to discuss this position with a member of our team.

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