

Field Services Engineer (Heating, Plumbing, HVAC, MEP)

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Company: Sunamp

Location: Greater Edinburgh Area

Category: other-general

The candidate The ideal candidate will be in reasonable commute to our office and have previous experience of working with either/or heat pumps, heating systems, central heating, HVAC systems and controls, plumbing, mechanical electrical plumbing and refrigeration. Experience in any one of these areas is a pre-requisite for the role. About us Sunamp's space-saving thermal energy storage uses patented Phase Change Materials to make homes and buildings more energy-efficient and sustainable. Our innovation has resulted in a uniquely successful formula which is transforming how we use energy and provide heating and cooling around the World. Supporting our customers throughout the product journey is central to our approach. Their knowledge, engagement and experience with our products is managed by our Customer Service team and we are now looking to take on an experienced Field Service Engineer. The role Working in the Customer Service team you will provide practical engineering support via implementation and the repair of installations. Excellent customer service skills, along with a HVAC background are a minimum requirement for this role, as you engage and communicate with customers directly, resolve product issues and provide immediate pre and post purchase support. What you will need An excellent and effective communicator, with the ability to manage multiple tasks and work as a reliable member of the team. You will possess a can-do attitude and enjoying work with customers and helping the company to develop and build relationships. You will have previously worked in a similar role, using your engineering/HVAC expertise and skills, helping to support the customer and improve their overall experience. · Proficient working knowledge and use of Microsoft Office · Have previously worked as a Field Engineer · Experience in

Customer support/service roles· Ability to prioritise and work to tight deadlines·

Understanding of working knowledge of HVAC Systems· Ability to read and understand manuals and schematics· Comfortable with travel as required for the roleCandidates with the relevant experience or job titles of: Heating Engineer, Heating Technician, Gas Engineer, Plumber, Heating Air Conditioning Engineer, HVAC Engineer, Field Services Engineer, Refrigeration Engineer, HVAC Supervisor, HVAC Mechanic, HVAC Specialist and Mechanical Electrical Plumbing Engineer.

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