

# Job Description

|                   |                          |                     |          |
|-------------------|--------------------------|---------------------|----------|
| <b>Job Title:</b> | Field Service Technician | <b>Job Holder:</b>  | Vacant   |
| <b>Division:</b>  | Transport                | <b>Dept/Sector:</b> | Delivery |
| <b>Grade:</b>     | AN                       | <b>Skill Group:</b> | ISSE     |

## Job Purpose:

Working alongside SEA's experienced and qualified Field Service Engineers on the installation and support of SEA's ROADflow traffic enforcement equipment, you will learn all aspects of installation and maintenance work within the Intelligent Transport Systems division.

The job will include installation and servicing of ROADflow camera systems and hardware networks including electrical circuits, fault finding and repair on fixed and vehicle mounted systems.

No experience of similar systems is necessary, but the job holder will be expected to develop their knowledge of ROADflow systems, and opportunities will be given to learn a wide variety of products and systems with the Intelligent Transport Systems portfolio.

Duties will be undertaken at SEA and customer sites throughout the UK and will include overnight and occasional weekend working.

Training, tools and PPE to support the role will be given.

## Responsibilities:

- Provide support to Field Service Engineers during installations and maintenance including fault finding on ROADflow systems
- Gain an understanding of ROADflow systems to support installation and support calls
- Conduct regular checks on spares and stock levels in the Bristol office and FSE vans and keep records up to date.
- Carry out testing or assembly of systems as directed and supervised
- Support internal set up and installation of products and systems for testing and trials
- Support tasks and requests from other areas of the business, prioritising as appropriate
- Undertake and support planned preventative maintenance on customer systems

## Operational Standards and Objectives:

- Tasks are to be carried out in line with agreed Service Delivery processes and the Company's Business Management System.
- Dress and act in a professional manner to project a positive and successful corporate image.
- Understand and abide by Health and Safety regulations at all times.
- Comply with company policies and procedures (e.g. H&S, training and development, quality, attendance and timekeeping)
- Carry out any other reasonable requests to meet the needs of the business

# Job Description

## Required experience and qualities:

### Desired skills

The ideal candidate will

- Have a full UK driving licence
- Be ICT literate
- Be happy working outdoors and at height
- Be practically minded
- Have good technical awareness
- Have a hands-on curious, inquisitive approach
- Relish the challenge of physical work in a busy environment
- Have a good work ethic, a flexible working attitude and ability to work under pressure
- Be conscientious with a good attention to detail.

### Personal qualities

- Good communicator with good problem-solving skills
- Able to work on own initiative
- Have a positive can-do attitude
- Personable, enthusiastic and trustworthy
- Willing to learn

## Reporting Line

The jobholder will report to the FSE Team Lead.

## Job Location

The job will be Bristol based with the majority of work taking place at customer sites throughout the UK on public highways under suitable supervision.

Some opportunity for hybrid (home) working is available depending on operational requirements

## Job Holder Declaration:

I accept the purpose and key result areas of my role with SEA are as outlined above.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Line Manager Declaration:

I confirm that the purpose and key result areas of this role are as outlined above have been agreed with me as line manager.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_