

Job Description

Job Title:	BEMS Engineer / Senior BEMS Engineer
Reports to:	Service Team Manager
Department:	Service Team
Direct Reports:	None

Purpose of role:

To maintain, repair, and improve customer BEMS, taking responsibility for providing a high quality service to both end customers and Facility Management clients.

Key Responsibilities

Personal

- Follow and promote the Pillinger Values & Behaviours:
 - We do things properly
 - We tell it how it is
 - We work together
 - We take individual responsibility
- Comply with all internal processes & procedures. e.g. H&S, Service / visit reporting, timesheets, expenses.

Business Development

- Build and maintain good relationships with existing clients
- Actively look for opportunities for additional support contracts and services with existing customers

Engineering

- To maintain and improve customer BEMS systems by carrying out routine and reactive servicing, call outs, working promptly efficiently and effectively in line with company procedures.
- Completing clear and concise reports detailing work carried out and recommendations on completion of any site visit within the time periods specified in company procedures.
- To carry out extra works and small projects / commissioning work under guidance from Senior / Lead BEMS engineer.
- Identify equipment / sub-contract resource required for jobs and raising purchase requests in good time to enable the work to be completed
- Promptly quote simple remedial works and small extra works
- Support Desk Engineer
- Member of Call out Engineer rota
- Ensuring all work is carried out in compliance with the company's H&S policies

Senior Engineer (additional)

- Full responsibility for carrying out extra works and small projects / commissioning work ensuring that all planned improvements are delivered.
- Take ownership for delivery of service contract work and on-site customer relationships.
- Undertake BEMS energy audits and reviews, and provide energy efficiency advice to users
- Identifying potential improvement projects for customers in terms of resilience, optimising control effectiveness and energy efficiency.
- Developing proposals for remedial works, extra works and small projects / commissioning work clearly conveying all of the benefits of the proposal and any payback period.
- Training customers and colleagues

Commercial

- General commercial awareness

Other duties as may be required consistent with the responsibilities of the post.

Indicative Performance Measures

- Reporting: Punctuality & quality of reports, paperwork and information
- Communication: Appropriate and timely telephone and email communication, internally and externally
- Timekeeping & Attendance: Exceptional timekeeping, good sickness record.
- Flexibility: Respond to urgent working requirements at short notice
- Customer satisfaction: Client perception to quality, service and productivity. Internal customer relationships
- Engineering: Working effectively to deliver high quality work within planned timescales
- Financial Contribution: Sales leads and remedial / extra works quoted

Key Skills and Competencies

- Communication: Good communication skills, including report writing
- Self-management: Ability to proactively manage own time, plan activities, and prioritise effectively
- Teamwork: Proactively shares knowledge and supports team members through understanding roles, responsibilities and the importance of effective processes
- Customer Focus: Always putting the customer first and delivering exceptional customer service
- Quality: Strong focus on quality of results (Doing Things Properly)
- Flexibility: Adapting to changes in requirements
- Technical: Knowledge and skills related to the role

Senior Engineer (additional)

- Project Management: Ability to effectively manage all aspects of small projects.
- Training: Ability to transfer knowledge to others effectively

Experience & Qualifications Required

- Health & Safety awareness
- Good general BEMS knowledge and relevant industry experience
- Fundamental electrical and/or mechanical engineering skills relating to building services.
- The ability to read mechanical and electrical installation drawings, MCC schematic wiring diagrams, and technical documents
- An in depth knowledge of general building services plant and systems.
- A genuine interest in reducing energy consumption to minimise the impact on the environment
- A good knowledge of Trend (or equivalent systems)
- Ability to fault find and engineer BEMS
- Good standard of computer operating skills including but not limited to rebuilds, adding hardware and software, IT networking etc.
- System Engineering
- IQ Engineering
- 963 Engineering
- Competent with MS Office products (Outlook, Excel & Word)

Senior Engineer (additional)

- Trend Expert
- Carrying out high level analytical services on complex sites / systems.
- Design of small BEMS projects, including ability to identify and document appropriate technical / commercial strategies.
- Producing technical documentation for operation and maintenance manuals
- Familiarity with standard comms protocols e.g. BACnet, Modbus, LON and associated interfaces and gateways such as SIPS, TONN etc

Job Description

Employee: _____

Manager: _____

Date: _____