

Job Description

Job Title:	BEMS Technician
Reports to:	Service Team Manager
Department:	Service Team
Direct Reports:	None

Purpose of role:

Within this role you will be responsible for helping the team with all reactive maintenance activities to ensure they take place as schedule and resolved in the expected timeframe. You will also take part in undertaking simple Planned Preventative Maintenance (PPM) to ensure the smooth running of the Customers BEMS.

Within this role you will be provided with both in depth training and a mentoring program to expand and improve on your current mechanical and electrical knowledge and skills, which will allow you develop towards becoming a Service Engineer.

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.

Engineering

- To maintain customer BEMS systems by carrying out remedial works, in hours call outs (first response) and assisting with Service Extra works, 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 assist with extra works and small projects / commissioning work under guidance from BEMS engineer.
- Support the Support Desk Engineer
- Member of Call out Engineer rota (Once deemed competent to be on the rota)
- Ensuring all work is carried out in compliance with the company's H&S policies

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: Working effectively to deliver the works within budget

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

Experience & Qualifications Required

- Health & Safety awareness
- Basic BEMS knowledge or relevant industry experience
- You will require previous experience within a trade, with a foundation knowledge in either an electrical or mechanical field role. An approved trade apprenticeship would be ideal.
- 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
- A basic knowledge of general building services plant and systems.
- A genuine interest in reducing energy consumption to minimise the impact on the environment
- Ability to fault find
- Good standard of computer operating skills
- Competent with MS Office products (Outlook, Excel & Word)