



Job Description

Field Service Engineer

Purpose of Role

Provide off-site customer service and installation/commissioning support to all known clients. To be part of a proactive team that delivers significant growth in Aftersales revenues and profit in line with Group objectives.

Key Responsibilities/Activities:

- Visit customer sites to support project installations/commissioning.
- Visit customer sites to provide service cover, consultation on upgrades and manage service contracts.
- Spend up to approx. 70% of working time on field-based activities
- Provide follow-up reporting after all visits and seek to identify other service opportunities.
- The role can include working off-site for extended periods in the UK and overseas.
- Ensure all service-related paperwork is completed in a timely manner.
- Support testing of machinery prior to FAT and despatch.
- Other duties as may be required

Competencies/Skills:

- Excellent customer service skills with the ability to build proactive relationships
- Highly motivated.
- Independent.
- Excellent communication skills at all levels
- Computer literate
- Electrical programming and diagnostic skills (preferred)
- Up to date driving licence and passport

Background/Experience:

- Experience of the Packaging Industry with the ability to be cross trained on all Bradman Lake Group products.

To apply please send your CV to: recruitment@bradmanlake.com or request an application form.