

Citizen Machinery UK Ltd

JOB TITLE

CMSure Service Technician

REPORTING TO

CMSure Manager

JOB PURPOSE

To enable the company to provide efficient and cost-effective machine maintenance and service with additional support to the Service Department with carrying out training on PDI work at our Brierley Hill and/or Bushey offices.

PRIMARY RESPONSIBILITY

1. To carry out machine servicing at customer sites as required by the CMSure Manager.
 - All electrical and mechanical work involved in servicing of the machines as defined in the CMSure service programmes and to the correct factory specification.
 - Liaising with customer staff to ensure co-operation and availability of items needed to complete the service.
 - Follow Citizen Machinery UK Health & Safety procedures.
 - Adhere to customer Health & Safety guidelines relating to the specific site.
 - Reporting to the CMSure Manager and to customer staff when onsite as appropriate.
 - Promote the CMSure range of service(s) and related products to help secure further additional contracts.
 - Identify and generate reasonable and sensible opportunities for increased revenue.
 - Identify all replacement parts required and to ensure these are promptly ordered.
 - Return to customer site to fit replacement parts identified during the service at an agreed time with the customer, with the CMSure Manager to facilitate.

ADDITIONAL RESPONSIBILITIES

2. To carry out repair work as required by the Service Manager/CMSure Manager.
 - Assess the nature of a problem and its cause(s) and confirm whether it falls under the term of the machine warranty period or if chargeable work liaising with Service Dept.
 - Identify all replacement parts required and ensure the items are promptly ordered.
 - Fitting all replacement parts in accordance with the manufacturer specification.
 - Checking the operation of the machine to confirm that it meets with the manufacturer specification and meets with the customer demands before leaving site.
 - Follow Citizen Machinery UK Health & Safety procedures whilst working onsite.
 - Reporting on a regular basis to the CMSure Manager and to customer staff as appropriate.
3. Carry out Service Training on machines at customer premises.
 - As part of CMSureTPM contracts, train customer staff on maintaining machines.
 - Make specific maintenance documentation for customers as/when required.
 - Provide general maintenance training as required.
4. Carry out PDI (Pre delivery) work on customer new machines within the PDI Dept.
 - Carry out Interfacing of wiring looms, Hydraulic/Pneumatic systems as part of PDI.

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- Perform electrical testing of installed interfaces and functional test on controls.
- Perform mechanical / wet test where applicable.
- Complete all PDI documentation where necessary and synchronise to Eclipse.
- Implement continuous improvement to PDI process / documentation where applicable.

5. In addition to all of the above, the Job Holder must be prepared to carry out 'any other task' that the company deems reasonably practicable.

SKILLS & EXPERIENCE REQUIRED

- A proven history / track record of working with machinery.
- Strong mechanical ability.
- Competent electrical ability.
- Ability to work on own initiative.

ROLE DEVELOPMENT

- Full product and service training will be given over an extended period.
- Develop ability to support through training in PDI, Installations and service.
- Identify new ways of working, improve efficiency, reduce costs and maximise revenue potential.
- Develop personally the Technicians role with a view to self-achievement and personal growth with the use of the company skills matrix.
- Optionally this role could lead to that of a Service/Installation Engineer, should the Service Technician reach a required level of competence.

EXPECTATIONS

- It is expected that the Service Technician will be self-sufficient in ability to undertake basic machine servicing within 3-6 months and more complex machine servicing within 9-12 months. Regular reviews will be undertaken.
- It is expected for the individual to be representative of the high corporate standards and ethics of the Citizen Group, in terms of conduct, presentation, punctuality, time keeping, honesty and respect towards fellow workers, suppliers and customers, both in and out of contractual working hours and on social media.