

JOB DESCRIPTION & PERSON SPECIFICATION



1. JOB INFORMATION

Post Title: Security Systems Engineer

Salary details: £competitive + benefits

Mode: Full Time, Permanent

2. JOB DESCRIPTION

Main Duties and Responsibilities

Reporting to the Managing Directors the successful applicant will:

1. install security systems such as building access controls, intruder alarms and electronic surveillance equipment.
 2. programme door entry systems, access control panels and CCTV systems.
 3. maintain door entry systems, access control panels and CCTV systems.
 4. identify, troubleshoot and resolve hardware, software and basic network related problems encountered by end-users of the product
 5. discuss security plans with customers and carry out site surveys prior to undertaking work.
 6. test systems and explain to customers how to use the systems.
 7. check and servicing existing systems and respond to call-outs to repair faulty systems.
 8. inspect installation sites and study work orders, building plans, and installation manuals in order to determine materials requirements and installation procedures have been met.
 9. communicates effectively in both oral and written communications with customers, supervisors, and other company staff.
 10. work as part of a team contributing to Company goals.
 11. be able to define problems, collect data, establish facts and draw conclusions drawing upon experience and research.
 12. perform multiple job tasks on a daily basis.
 13. follow blueprints of electrical layouts and building plans.
 14. keep informed of new products and developments.
 15. take responsibility for ensuring that all customer queries are dealt with in professional, high quality and timely manner and in line with company KPI's.
 16. maintain and monitor the bespoke ConnectWise system.
 17. ensure that any issues are highlighted in a timely manner and are dealt with effectively to ensure that all specific activities will be delivered.
 18. provide effective support to the Directors by providing relevant knowledge, information and required documentation as and when appropriate.
 19. provide relevant market information and research based on competitor analysis and potential opportunities to expand the customer base.
 20. work to create new business opportunities.
- AND such other duties that are within the scope and spirit of the job purpose and grading.

Supervision received

Managing Directors

Supervision given

Colleagues and apprentices

Contacts

Staff at all levels within the company. Customers and external partners and suppliers.

3. PERSON SPECIFICATION

ATTRIBUTES	ESSENTIAL	DESIRABLE
Education / Qualifications	GCSEs at grades 9 to 4 (A* to C) or equivalent, in English, Maths, Science, or a technical subject	Further or higher education in a relevant subject Relevant industry specific qualification and experience ECDL or other evidence of competence in use of IT
Experience (Paid and Unpaid)	<p>Must have a minimum of 2 years' industry experience in installing and servicing CCTV and Access Control systems</p> <p>Good working knowledge of Paxton, CCTV – HD analogue and IP systems including Avigilon, Mobotix</p> <p>Experience of working closely with clients/customers and providing a high quality, professional service</p> <p>Experience of producing reports and completion of accurate paperwork and timesheets</p> <p>Good fault/problem investigation and solving skills</p>	<p>Experience of working in a sales and service environment</p> <p>Utilising and developing computerised management information systems</p>
Job-related skills/Aptitudes	<p>A good knowledge of IP CCTV</p> <p>Good organisational skills and ability to prioritise work to meet tight deadlines</p> <p>Excellent attention to detail</p> <p>Excellent communication skills both in writing and face to face</p> <p>Practical skills such as the ability to follow technical plans and instructions</p> <p>Ability to utilise a wide range of software packages including Microsoft Office and Bespoke work management systems</p>	
Interpersonal skills	<p>Ability to communicate effectively with and influence others</p> <p>Positive 'can do' attitude with willingness to learn</p> <p>Ability to work independently and to demonstrate initiative</p>	

<p>Other requirements</p>	<p>Full UK driving licence</p> <p>Must be willing to travel to and from customer premises</p> <p>Must be able to work flexibly to meet the needs of the company</p> <p>Ability to work on own initiative for long periods</p> <p>Working in line with all Health and Safety requirements</p> <p>Comfortable with working at height and working both indoors and outdoors. The role features frequent periods of standing, bending, pulling, twisting, reaching and, climbing,</p> <p>Willingness to undergo DBS/Security Screening to BS Standard 7858 prior to offer of employment</p>	<p>Certifications in:</p> <p>Asbestos awareness. IPAF, PASMA and CSCS.</p>
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