



# Service Engineer

## Job Description

Summary		CONFIDENTIAL
<p>The top priority of all Service Staff is the delivery of outstanding service to our Customers. The Service Technician is responsible for routine maintenance, repairing, troubleshooting, adjusting, overhauling, training and servicing McCloskey product lines as well as other heavy equipment for external and internal customers. This position works under both general and specific direction and reports to the Service Manager of McCloskey International. Please be advised job description is non exhaustive and employees may be transferred to other area of the business when necessary.</p>		
Main tasks & responsibilities	Location/Site	Department
<ul style="list-style-type: none"> <li>Organize client service requirements including organizing parts, materials and consumables for repairs, service and maintenance work on client equipment. Regular Communication with relevant dealers / customers and advise of progress.</li> <li>Diagnose and inspect equipment to detect faults or malfunctions using computerized and other testing equipment to determine extent of repair required.</li> <li>Adjust equipment and repair or replace defective parts, components or systems, using hand and power tools.</li> <li>Clean, lubricate and perform other routine maintenance work on equipment.</li> <li>Attach components and adjust new equipment including any RD developments/retrofits.</li> <li>Set up of new equipment on site.</li> <li>Conduct work both in-shop as well as on the road service calls to customer locations as needed.</li> <li>Responsible for ensuring all time and materials used in the repair of any machines has been properly documented and invoiced as required, both on-site and internally.</li> <li>Responsible for ensuring machine performance after repair meets or exceeds McCloskey International specifications.</li> <li>Review warranty issues to identify and report back areas for improvement and to assist with the identification of related production issues.</li> </ul>	NI	After Market
	Reports to	Responsible for
	Service Support Manager	Rest of World Service
	Job level/Grade	Career Level, Job Family, related Peoplepoint profile
<ul style="list-style-type: none"> <li>Expected outcomes</li> </ul>	<ul style="list-style-type: none"> <li>8</li> </ul>	<ul style="list-style-type: none"> <li>Career Level: Field Service Technician 3</li> <li>Job family: SE-Service</li> </ul>
<ul style="list-style-type: none"> <li>Manage time and organise and plan trips</li> <li>Build excellent working relationships with internal and external customers</li> <li>Troubleshoot and look for improvements. Share feedback with Engineering teams.</li> </ul>	Desired education & background	
<ul style="list-style-type: none"> <li>Ability to work in a fast paced, quality-production environment.</li> <li>Able to read and interpret documents such as SOPS, drawings and procedural manuals.</li> <li>Good communication skills and teamwork attitude and conduct themselves professionally</li> <li>Strong mechanical skills required ideally with apprenticeship and 2 years+ experience.</li> <li>Willing to work overtime as required including weekends and over night stays</li> <li>Commitment to regular travel. A valid clean driver's license and up-to-date passport</li> </ul>		

Employee signature:..... Manager Signature: ..... Date: .....