



Customer Service Engineer

Reporting to: Regional Manager

Based at MoD site: Claro Barracks, Ripon, North Yorkshire, HG4 2RD

Main Purpose of Role:

To repair, maintain and service plant and equipment to stipulated company and current legislative standards.

Key Accountabilities:

- Repair, maintain and service, plant, equipment and associated ancillaries to current company standards and LOLER and PUWER legislation, both at regional pool location and on site as directed.
- Assist in maintaining data integrity on our Fleet Management System.
- Carry out inspection programmes on equipment and report as required.
- Maintain local stocks of spares, CES, ancillaries, attachments and local technical documentation, as appropriate.
- Develop interface with local MoD maintenance staff and provide assisted maintenance to level of own expertise, as appropriate.
- Collect and input management information arising from maintenance and transaction activity, as required, using relevant systems.
- Undertake delivery, collection and exchange of equipment and transactions, including inspections, for handover/handback of equipment as required.
- Ensure that safe systems of work are adopted and company Health, Safety, Environmental and Quality policies are read, understood and adhered to at all times.
- Ensure that when working remotely effective time management systems are adopted to maximise output.
- Authorised to undertake unscheduled repairs within certain financial limits, to remove plant and/or equipment from use due to unsafe condition.
- Authorised to order spares within certain financial limits.
- Authorised to provide training to MoD maintainers and users, within limits of own qualification, ability and knowledge.
- Must be willing to work away from regional pool location and in other ALC regional areas.
- Will be required to undertake out of hours duties including weekend work and call-outs.

Required Qualifications:

- City and Guilds, NVQ or equivalent in mechanical engineering.

Essential to the job:

- No restrictions to gaining MoD security clearance.
- Full UK driving licence.
- Physically fit to assist in loading and unloading of equipment, tools, STTE and spares.
- Valid passport as potential for occasional travel to overseas locations.
- Able to maintain periods of intense workload.
- Able to demonstrate a positive culture for their own and others' safety, to be able to complete work based dynamic risk assessments and to assist in the production of hazard surveys and safe systems of work.
- Experience in diagnosis of plant failure.

- Working knowledge of Health & Safety, LOLER and PUWER regulations.
- Articulate, professional and good communication skills.
- Experience in construction related plant maintenance.
- Computer literacy.

Desirable:

- Knowledge of Microsoft Office packages.
- HGV licence.

Customer Service and Interaction:

- Liaison with MoD and ALC Regions.

To apply for this position please send your CV, together with a covering letter to vacancies@alcvehicles.com