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| 3P Innovation Job Description | | | | |  |
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| **JOB TITLE:** | Field Service Technician |  | EMPLOYEES RESPONSIBLE FOR: | 0 |
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| REPORTING TO: | Production Engineering & Supply Chain Manager |  | DEPARTMENT: | Customer Care |
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| LOCATION: | Warwick |  | TRAVEL REQUIRED: | Domestic and International travel |
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| Company Overview  3P innovation is based at our office in Warwick. 3P innovation is a leader in the manufacture of automated machinery for the pharmaceutical, medical device and FMCG industries.  See Recruitment Brochure for more details on careers with 3P innovation. | | | | | |
| JOb Purpose    The Field Service Technician (FST) will perform mechanical and electrical services on automated manufacturing machinery. The FST will perform complex planned and emergency customer support activities involving onsite installation, service, repair, hardware/software integration, process and development support, test support, troubleshooting, and training at the customer’s site in a timely and cost-effective manner. | | | | | |
| Key responsbilities and Duties | | | | | |
| 1. The FST will perform repair work at the customer’s site and in-house. | | | | | |
| 1. Remain flexible and be available for domestic and overseas assignments at short-notice. | | | | | |
| 1. Provide service and technical interface between the customer and 3P innovation. | | | | | |
| 1. Display a high level of integrity, and work with minimal supervision. | | | | | |
| 1. Assist engineering with the build of any ongoing projects. | | | | | |
| 1. Assist with Factory Acceptance Tests, and installation preparatory work. | | | | | |
| 1. Conduct on-site installation, commissioning/Site Acceptance Tests, training, maintenance, and continuous improvement activities. | | | | | |
| 1. Advise customers on operation, maintenance, modifications, and upgrades. | | | | | |
| 1. Answer complex technical questions on equipment, and work with customers to  troubleshoot and resolve problems. | | | | | |
| 1. Be able to evaluate and determine solutions working as a team or individually. | | | | | |
| 1. Communicate with management, and the end user to help determine the appropriate action plan to resolve issues promptly. | | | | | |
| 1. Work collaboratively with the Customer Care Team to guarantee customer satisfaction. | | | | | |
| 1. Monitor and control costs and expenses. | | | | | |
| 1. Respond to telephone support requests as assigned. | | | | | |
| 1. Sell additional value-added services, spare parts, upgrades etc. when visiting customer sites or as the opportunities arise. | | | | | |
| 1. Submit accurate, detailed reports in a timely manner. Respond promptly to all customer service issues. | | | | | |
| 1. Work with the Customer Care Team to generate accurate quotes for service, and components. | | | | | |
| 1. Undertake the necessary steps to remain current with ongoing technology. | | | | | |
| Essential knowledge, Skills and Abiltiies   * Completed a recognised apprentice training programme in mechanical and/or electrical engineering. * Demonstrated competency working with automated machinery, preferably in the pharmaceutical industry. * Good electro/mechanical knowledge. * Strong ability to troubleshoot and solve mechanical and electrical problems. * Ability to undertake the mechanical fitting/assembly of machine components and/or sub-assemblies. * Fully competent in the use of machine tools, e.g., lathes, milling machines etc. * Ability to read mechanical drawings and electrical and pneumatic schematics. * Ability to work at all levels of electrical voltage; DC, single phase and three phase systems. * Ability to read and interpret customer/third party supplied documentation to ensure 3P innovation equipment works within specified parameters. * Always demonstrate highly ethical behaviours and good judgment. * Effective listening, verbal, and written communications skills. * Ability to build rapport and interact effectively with personnel at all levels within the company and with business partners outside of the company. * Lead by example, always portraying the company in a highly professional manner. * Demonstrated ability to professionally respond to stressful situations in a friendly, patient, and timely manner. * Ability to perform multiple tasks and organise tasks according to priority. * Ensures accurate, timely completion of assigned responsibilities/projects. * Ability to effectively communicate in writing or by using mechanical and electrical drawings, diagrams, and machine schematics to describe a problem or suggested improvement. * Basic computer skills. * Respectfully accepts coaching and guidance provided constructively in order to continually improve, grow, and adapt. * Must have a valid passport and driving license. | | | | | |
| **Desirable knowledge, Skills and Abiltiies**   * Some experience of PLC diagnostics. * Ability to understand and navigate through PLC and servo motor drive control software. * A working knowledge of robotics. * Basic understanding of computer IT and field communications. * A basic understanding of vision systems. | | | | | |
| **Qualifications and Education Requirements**   * HNC/HND in mechanical and/or electrical engineering. | | | | | |

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| **Our Values** (Principles) | |
| Innovation | Experimentation: Embrace the continual development of new processes, ideas, and solutions. |
| Adaptability: Commit to learning and evolving in response to challenges. |
| Problem Solving: Foster an environment that encourages solutions and creative breakthroughs. |
| Collaboration | Learning and Sharing Knowledge: Knowledge shared is knowledge squared. Build collective expertise by exchanging information across teams |
| Support and Teamwork: Actively work together, not just alongside, to achieve shared goals. |
| Clear and Open Communication: Effective collaboration requires clarity, transparency, and accountability. |
| Integrity | Trust and Accountability: Build and maintain confidence through transparency, honesty, and consistency. |
| Respect for Others: Foster a supportive and inclusive environment where all perspectives are valued. |
| Dependability and Openness: Ensure reliability in actions and openness in communication to strengthen relationships. |

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| **Management Responsibilities**  If applicable please see management responsibilities matrix. |

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| **Subject to change**  The responsibilities outlined above provide a general overview; however, additional duties may be assigned as necessary to meet departmental objectives. |