

FIELD SERVICE ENGINEER

COMPANY OVERVIEW

Centred Solutions Ltd is a leading provider of innovative dispensing solutions for the pharmacy industry. We are dedicated to empowering pharmacies with cutting-edge software and technology to enhance the dispensing process and workflow whilst ensuring optimal patient care.

POSITION OVERVIEW

As a Field Service Engineer at Centred Solutions, your primary responsibility is to provide on-site technical support to our clients. This includes building, installing, maintaining, troubleshooting, and repairing equipment and systems. You will act as the face of the company, ensuring excellent customer service and maintaining the high standards our clients expect.

KEY RESPONSIBILITIES

Equipment Installation and Commissioning

- Perform on-site installation of equipment, ensuring systems are set up and tested to meet client specifications.
- If required provide training to clients on the proper use of installed systems and equipment.

Maintenance and Repair

- Conduct routine maintenance according to the manufacturer's guidelines to ensure the longevity of equipment.
- Diagnose technical problems and repair or replace parts to restore functionality.

Troubleshooting

- Analyse equipment malfunctions and resolve issues efficiently.
- Collaborate with the technical support team or manufacturer when additional expertise is required.

Documentation

- Maintain accurate records of service calls, including issues identified, time on site, travel time, actions taken, and parts used.
- Complete and submit service reports promptly.

Customer Interaction

- Maintain accurate records of service calls, including issues identified, actions taken, and parts used.
- Understand the resolution process.
- Build and maintain strong relationships with clients through exceptional service.

Compliance and Safety

- Adhere to all health and safety regulations while on-site, including the proper use of PPE (Personal Protective Equipment).

- Ensure compliance with company policies and industry standards at all times.

Inventory and Tools Management

- Manage your inventory of tools, spare parts, and equipment to ensure they are readily available when needed.
- Report any shortages or additional requirements to the relevant department.

Continuous Improvement

- Stay updated with the latest technologies and industry trends to enhance your technical expertise.
- Participate in company training programs and certifications as required.
- Identify and highlight risks in workflow and within our product and feed back to the business.

KEY COMPETENCIES

- **Technical Expertise:** Strong understanding of the systems and equipment serviced by the company.
- **Problem-solving:** Ability to analyse and resolve technical issues under time constraints.
- **Communication Skills:** Clear and professional interaction with clients and colleagues.
- **Organization:** Efficient management of tasks, tools, and documentation.
- **Adaptability:** Ability to work in varying environments and handle unexpected challenges.

PERFORMANCE EXPECTATIONS

- Respond promptly to service calls and complete tasks within agreed timeframes.
- Maintain a professional demeanour while representing the company on-site.
- Achieve high levels of customer satisfaction through quality work and clear communication.
- Adhere to company standards and contribute to the continuous improvement of services.

ROLE REQUIREMENTS

- Frequent travel UK wide to customer sites and occasional overnight stays.
- Full UK driving licence.

Please apply by sending a copy of your CV to enquiries@centredsolutions.co.uk or by filling in the form on the [careers page](#) of our website.