



Job Title: **Customer Support Engineer**

Reports to: **Support Centre Manager**

Direct Reports/Indirect Reports: **None**

### Who Are We?

Fullwood Packo Group design, manufacture and distribute state of the art milking equipment worldwide and for over 85 years have been recognised as being at the forefront of milking technology. Operating primarily in Europe with the main office based in the United Kingdom (Ellesmere, Shropshire) and a support office in Houten (NL). Fullwood Packo is keen to strengthen her support & training structure for the complete range of conventional/ automatic milking equipment and cooling.

### Job Summary

Working as part of a close-knit team your role will encompass: -

- Providing a complete Engineering and Technical Service for our range of milking machinery.
- Providing helpdesk support to our national and international distributor and dealer network.
- Developing, organising and delivering technical training on all Fullwood products and services
- Assist in a supervisory or training role to help with the practical installation of new equipment on site and in a classroom environment
- Maintaining accurate documentation and reports during and after site visits
- Participate, where required, in the development program of electronic equipment and systems.
- Carry out commissioning of Conventional and Automated Milking Systems, in accordance with company procedures, throughout the UK and, when required, overseas.

### Education and experience:

#### Essential:

- Electrical knowledge – HNC / Diploma level and certified to work on live equipment
- Automation experience - PLC / Programming experience; Siemens
- Mechanical skills – assembly and basic skills for assembling and fixing equipment
- Minimum 3 years' experience in similar position
- Independent and solution-focused
- Willingness to travel regularly throughout the U.K and occasionally throughout Europe.
- Ability to work independently with effective communication and interpersonal skills

#### Desirable

- Experience in the agricultural sector and in particular the dairy industry – an understanding of the issues and applications of the products would be beneficial
- Knowledge of an additional European language



### What We Offer

- A fulltime permanent position
- An exciting position in an interesting innovative area with a growing, international company.
- Part of a proactive and dynamic team
- 37.5 weekly flexible working hours
- Competitive salary, company car plus other benefits
- 25 days + bank holidays
- Contributory pension scheme
- The possibility to develop yourself in an organisation with a flat structure and entrepreneurial attitude.

### Applications

Via Indeed or via our website

For more information about Fullwood Packo Group please take a look at our website

[www.fullwoodpacko.com](http://www.fullwoodpacko.com).

Closing date for applications is 22/02/2019

STRICTLY NO AGENCIES