

Job Title: Customer Support Engineer (UK)

Department: Support Centre

Reporting to: Support Centre Manager

About us

Fullwood Packo Dairy 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 out of Europe with the operations based in the United Kingdom (Ellesmere, Shropshire). We are now looking for a thorough and experienced Customer Support Engineer to join our team.

Key Duties

- 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.

Experience & Key Skills

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



Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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

To apply for this position [click here](#) or apply via monster

For more information about Fullwood Packo Group please take a look at our website www.fullwoodpacko.com.