

Job Description

Job Title: Technical Support Engineer (UK)

Department: Support Centre

Reporting to: Support Centre Manager

Who are we?

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 Technical 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.

Personal Traits & Skills

- High Performance attitude & drive; not wanting to be average in terms of personal development and achieving business results
- Energy & focus to achieve results in a professional manner
- Self-starter; able to work independently, but as part of the team
- Creative & inquisitive; out of the box thinker
- Consulting & service attitude; a humble, but resolute behavior
- Equipped with strong and effective communication and interpersonal skills
- Intrinsically motivated; eager to learn
- Analytical; you can think strategically, and you can handle complexity
- Assertive; not afraid to ask questions and to make mistakes
- Capable of working with deadlines while ensuring high quality of results delivered
- Representative, eye for detail, able to make things happen.

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- First class Communication skills
- Attention to detail
- I.T. Literate
- Pro-active thinking
- Eager to learn
- Ethical Conduct.

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
- 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

- Minimum 3 years' experience in similar position
- 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 permanent fulltime position
- An exciting role in an interesting innovative area, with a growing international company
- The possibility to develop yourself in an organisation with a flat structure and entrepreneurial attitude
- 37.5 weekly working hours
 - Monday – Wednesday 08:00 to 17:00
 - Thursday 08:00 to 16:30
 - Friday 08:00 to 12:00
- Competitive salary plus other benefits
- 25 days holiday + bank holidays
- Salary Sacrifice pension scheme

Applications

Via Indeed, via our website, or direct email to HR-UK@fullwoodpacko.com

For more information about Fullwood Packo Group please visit our website www.fullwoodpacko.com

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