

Job Description

Job Title: **Customer Support Engineer**

Department: **Engineering**

Reporting to: **Fullwood Support Centre & Academy**

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.
- 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 Automatic 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 (+/- 30% of the time) and flexibility with working hours as they can be irregular
- Ability to work alone is essential along with effective communication and interpersonal skills

Desirable:

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

We offer:

- An exciting position 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.
- Competitive salary, company car plus other benefits.
- Whilst North West based would be preferred, consideration will be given to home based if commitment to travel and work away from home matches the business needs of >60%.