

Field Service Engineer

About the role

This position is responsible for providing onsite service and support to customers. The postholder will act as a mobile field service engineer on assigned open tickets to resolve customer affecting technical issues and preventative maintenance in a timely fashion, to maintain maximum customer satisfaction.

This role provides break-fix support 5 days a week between the hours of 8am and 5pm, Monday to Friday.

Your key tasks and responsibilities will include:

- Preventative maintenance, including inspection of Automated Parcel Machines (APMs) for visible damage/deficiencies, repair of broken protective wires on locker doors, checking camera and digital video recorder state and replacing/adjusting if needed etc.
- Cleaning APMs.
- Transporting hardware to and from customer locations as directed by assigned tickets.
- Working in collaboration with the KFP Helpdesk and clients to resolve tickets as required.
- Assisting in the design and build of tools and equipment.
- Assisting with the operation maintenance and repair of equipment.
- Practicing and always complying with safety standards.
- Resolving systemic issues providing short, medium, and long-term solutions.
- Assisting in the installation, maintenance, and general support of systems.

About you

We are seeking an individual with previous experience in a similar role who is looking for a challenge in a busy and growing business. Proficiency in problem-solving and the ability to work independently with a strong attention to detail are crucial. Additionally, excellent communication skills and a customer-focused mindset are essential as our customers are our top priority.

Please note that possessing a full UK Driving Licence and being comfortable with driving long distances are requirements for this role. Previous experience with APMs, EPoS and other retail IT hardware, is desirable.

About us

We are retail. We specialise in providing in-store retail IT systems, services, solutions, project management & support platforms. With over 25 years of experience, we work with some of the biggest household brand names on the high street in the fashion & hospitality sectors, building close working long standing partnerships built on trust, expertise and a mind set to getting the job done.

Our mission is simple - to provide our clients with truly integrated IT solutions that make a real difference to their business, building long standing relationships so that we can fundamentally understand the needs of our clients. We are not a huge corporate

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company who may treat clients as an account number. We are neither a small one-man-band offering cheap services. What KFP offers is a perfect blend of experience, structure, and a practical approach to enable us to deliver the service that all our clients have come to expect - a professional service that gets the job done.

Why KFP?

As well as a competitive salary of up to £30,000 per annum, we provide the following benefits:

- 25 days' holiday excluding bank holidays.
- Private healthcare (including access to the Babylon app) for you and your dependents after a qualifying period.
- Company sick pay
- Life assurance
- Recruitment referral scheme (£500 for each successful referral you make).
- Reward and Recognition scheme.
- Excellent professional development opportunities.
- Regular team and company social events

These benefits are in addition to statutory benefits such as eye test vouchers and a workplace pension.