



Automated Building and Energy Controls Limited

JOB DESCRIPTION

Support Engineer

- Full Time
- 40 hours per week plus travel

Department	Region	Office
Maintenance	London & South East	Mobile

ABEC Background

- ABEC is an Energy and Building Management System Specialist carrying out new Installations & Projects, Maintenance and Energy Management Services.
- This is a fast-growing company with a turnover of circa £16M with main offices in Tewkesbury and regional offices in London, Wokingham, and Birmingham, consisting of over 70 staff and a network of sub-contractors and suppliers with a plan to grow over the next few years.

The Role

The Support Engineer will be responsible for maintaining Building Management and Energy Systems of varying sizes and types. A strong understanding of mechanical and electrical services, HVAC and controls is a necessity. A Support Engineer is required to ensure the customer / end user receives a quality service and system faults are resolved and communicated to customers as quickly and as efficiently as possible.

Responsibilities

1. Carry out and document all tasks associated with the maintenance of a Building Management System including planned, reactive and corrective tasks.
2. To meet the customer at the beginning and end of each site visit in order to confirm what works are to be done and what works have been completed.
3. Be solely responsible in ensuring all engineers reports, quotes and timesheets are completed and issued in line with procedures. Ensure engineers reports are issued to customer by email and an explanation provided before leaving site.

Head Office
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Regional Offices Birmingham, Cardiff, Horsham and London

Automated Building and
Energy Controls Ltd
Registered in England
and Wales No: 5055271

4. Be available to assist with regional callout rotas providing 24 hour cover for customers with critical buildings / systems.
5. Be responsible in ensuring health and safety procedures and standards are followed on site. Ensure all Health and safety documentation is filed, maintained and updated on site.
6. Ensure that all activity is accurately recorded on timesheets and that the timesheets are submitted on time every week.
7. Ensure that the customer is satisfied with the level of service provided. Ensure customer problems / requests are priorities during service visits.
8. Maintain an appropriate level of communication with customers throughout each and every visit. Ensure customers receive information and documentation within timescales agreed / within contract.
9. Consider and review alternative maintenance methods to improve quality and costs.
10. To undertake any other duties as requested by senior staff within ABEC.

Liaise with

- Operations Manager (Maintenance)
- Contract / Area Supervisor(s)
- Service Co-ordinator(s)
- Service Engineers
- Projects Department
- Energy Department
- Technical Department
- Sales Department
- Accounts department

Line Management

The line manager for this role is the Area Supervisor

Relevant Experience, Skills & Knowledge

Essential	Desirable
<ul style="list-style-type: none"> • Experience maintaining building management systems • A good understanding of a variety of mechanical and electrical building services. • Fluent with Microsoft Excel and Word • Fluent with 1 or more building management systems enabling successful fault finding with that system(s). 1 of which must be Trend • Panel modifications and fault finding 	<ul style="list-style-type: none"> • Extensive of experience maintaining building management systems • experience of integration products and protocol exchange software such as Modbus, BACnet etc.

Relevant qualifications

Essential	Desirable
<ul style="list-style-type: none"> • Suitable qualification to demonstrate electrical competency around the electro-technical aspects of control panels, LV and ELV installations associated with our industry (such as C&G 2391, 2356 or NVQ Level 3 Electrical Qualification) • HVAC application of controls qualification • ECS / CSCS accreditation • BMS product certification in Trend/N4/Schneider/Honeywell etc 	<ul style="list-style-type: none"> • BEng (Hons) Building Services Engineering / Controls and Instrumentation. • PASMA accreditation • IPAF (3a and 3b) accreditation • Trend Expert level qualification / other manufacturer equivalent. • CITB / SSSTS H&S accreditation or IOSH equivalent • BCIA Tech Cert • BCIA Advanced Tech Cert • First Aid Trained

Communications and interpersonal skills

Essential	Desirable
<ul style="list-style-type: none"> • Excellent written & verbal communication skills. Comfortable meeting customers at all levels • Well organised and self-reliant • Natural desire for accuracy and attention to detail • Can-do attitude • Comfortable working as part of a team or on own initiative • Customer focused approach 	