

## Automated Building and Energy Controls Limited

### JOB DESCRIPTION

#### **Support Engineer**

- Full Time
- 40 hours per week plus travel

Department	Region	Office
Maintenance	Midlands / National	TBC

#### **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 business with offices in Tewkesbury, London, Cambridge, Cardiff, Birmingham and Horsham, consisting of over 60 staff and a network of sub contractors and suppliers with a plan to grow considerably 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.

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 Support Supervisor

**Relevant Experience, Skills & Knowledge**

Essential	Desirable
<ul style="list-style-type: none"> <li>• Minimum 5 years of experience maintaining building management systems</li> <li>• A good understanding of a variety of mechanical and electrical building services.</li> <li>• Fluent with Microsoft Excel and Word</li> <li>• Fluent with 1 or more building management systems enabling successful fault finding with that system(s).</li> </ul>	<ul style="list-style-type: none"> <li>• Minimum 10 years of experience maintaining building management systems</li> <li>• Minimum 2 years of experience of integration products and protocol exchange software such as Modbus, BACnet etc.</li> </ul>

**Relevant qualifications**

Essential	Desirable
<ul style="list-style-type: none"> <li>• 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&amp;G 2391, 2356 or NVQ Level 3 Electrical Qualification)</li> <li>• Trend Expert level qualification / other manufacturer equivalent.</li> <li>• HVAC application of controls qualification</li> <li>• Various product specific technical engineering courses</li> <li>• CITB / SSSTS H&amp;S accreditation or IOSH equivalent</li> <li>• ECS CSCS accreditation</li> <li>• First Aid Trained</li> </ul>	<ul style="list-style-type: none"> <li>• BEng (Hons) Building Services Engineering / Controls and Instrumentation.</li> <li>• PASMA accreditation</li> <li>• IPAF (3a and 3b) accreditation</li> </ul>

**Communications and interpersonal skills**

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

**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