

Job Description



Job Title	Service Engineer – Northern Region
Department	Product Support Department
Line Manager	Senior Service Engineer

Job Function & Scope:

The following activities and responsibilities form the important and critical aspects of the job description, however, there will be additional tasks connected to the day-to-day business requirements which will be associated with this position.

Key Tasks

- On-site (national and occasional international) inspection, maintenance, calibration, service and repair of Semmmco & third-party nitrogen and oxygen panels and charging systems.
- On-site (national and occasional international) inspection service and repair of Semmmco & third-party oxygen and nitrogen booster pumps / systems.
- On-site (national) inspection and calibration of supplementary service / test equipment including but not limited to:
 - Torque wrenches
 - Pressure gauges
 - Tyre checkers and inflators
 - Electronic N2 Panels
 - Axel and Bottle Jacks
- On-site (national and occasional international) inspection, service and repair of Semmmco & third party pneumatic and hydraulic systems on various product types / groups.
- On-site (national) Inspection, servicing, repair and calibration of air / bottle fed / closed circuit breathing systems.
- On-site (national and occasional international) assembly / installation and final inspection of various items of Semmmco Aircraft Engineers Ground Support Equipment (AEGSE) and Rail / Helicopter / Vehicle access products.
- Regular on-site (national and occasional international) inspection, test and repair of Semmmco & third-party AEGSE, Rail / Helicopter/ Vehicle access products.
- Occasional assistance will be required within the workshop, which will include use of machine shop equipment (mill, lathe, saws, tube bender, hydraulic tube bender), hand tools and power tools and assembly of Semmmco products.
- Periods of overnight stays (national and occasional international) away from home will be required to facilitate the role; sometimes up to 2 to 3 weeks in duration.
- Managing own time to ensure agreed / scheduled commitments / appointments are met and adhered to.
- Ensuring company vehicle is kept clean and maintained to the required legal standards.
- Ensuring company vehicle stock levels of regularly utilised components / panels / hoses / test equipment is maintained / re-stocked to ensure business continuity.
- Checking drawing packs / job cards / work packs to ensure all technical and customer details are present and correct prior to departure for scheduled appointments.
- Completing and updating service reports / schedules in a timely and accurate manner.

Communications

The Senior Service Engineer is to be the first line manager, but the position will involve working closely with other members of the company and following instructions and requests from them, in particular the Product Support Team.

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Report and liaise daily with Senior Service Engineer regarding:

- Existing and future work schedule (inspection / servicing / maintenance / repair / installations)
- Progress on service schedules / installations
- Checking service kits / parts availability / shortages effecting installation / Inspection and servicing dates
- Due dates for deliveries and installation of finished products
- Advise of any technical issues with each project/product/installation
- Quality issues relating to customer requirements / delivered products / existing customer equipment

It is expected that all Semmco company members will act appropriately with customers, suppliers, members of the public and other members of staff at all times, and work and communicate in a professional manner either face to face, over the telephone, on teams / skype calls, via social media channels or via written communication (including email).

Administration

The company operates using a quality system ISO 9001: 2015. All work must be recorded as per the company quality system, and company procedures must be followed. All materials used must be recorded and accounted to for to ensure that customers are charged correctly.