

**JOB DESCRIPTION**

<b>Job Title:</b>	Service Engineer
<b>Reporting to:</b>	Service & Outages Manager
<b>Location:</b>	Middlesbrough
<b>Reference No:</b>	P8

***Please note that candidates must have the right to live and work in the UK to be eligible for consideration, as sponsorship is not available for this role.***

## **Qualifications and Experience**

### **Preferred Qualifications:**

- Valid and Full UK Driving Licence
- Level 3 qualified in a technical apprenticeship
- Level 3 Technical Qualification, e.g., BTEC or ONC
- Level 2 Hydraulics Qualification

### **Preferred Experience:**

- +7-years (post apprenticeship) in an engineering workshop role
- +7-years hydraulic experience
- +7-years working in a field service role
- +5-years dual trade experience, e.g., mechanical/hydraulic and electrical/controls
- Leading site teams, including subcontractors

<b>IMH Document No.</b>	<b>Date of Revision</b>	<b>Revision</b>	<b>Page Number</b>
IMH/HR/46	10-06-2022	1	1 of 5

## **Company Values**

- Safety:** Zero Harm is paramount
- Quality:** Our best should be the best
- Integrity:** Our ethics underpin our performance
- Respect:** We value every individual equally
- People:** Your progress is our priority
- Pride:** We strive for perfection. We practice precision

## **Mission**

IMH delivers world class hydraulic solutions with commitment, care, and pride. We practice precision.

## **Vision**

Our vision is to make IMH the preferred choice for our clients and our supply chain across the globe. We endeavour to set industry standards in service and performance.

## **Core Purpose**

We strive to benefit everyone, and everything connected to our business. We know a business's success is more than it's bottom-line. The guiding principles of IMH are to positively impact the lives of our staff, clients, and society. Our success is greater when shared.

<b>IMH Document No.</b>	<b>Date of Revision</b>	<b>Revision</b>	<b>Page Number</b>
IMH/HR/46	10-06-2022	1	2 of 5

## Key Duties

### General:

- Drive and promote health, safety, environmental and quality standards
- Drive and promote the company mission, vision and values

### Engineering:

- Hydraulic design knowledge, including producing basic parts and material lists, and identifying appropriate equipment required
- Trace hydraulic systems and sketch accurate hydraulic circuits and parts lists
- Produce test procedures from hydraulic circuits
- Carry out technical surveys to provide advice and recommendations for system upgrades and modifications
- Produce detailed technical reports on client systems and equipment

### Production:

- Carry out hydraulic equipment assessments, for repairs, replacements, and modifications
- Safe and effective function and pressure testing of all hydraulic equipment
- Carry out safe and successful completion of client Factory Acceptance Tests and Site Acceptance Tests
- Attendance at site to carry out surveys, fault finding, repairs, and maintenance of hydraulic equipment
- Assembly and testing of new equipment, including hydraulic manifolds and HPUs
- Planning and mobilisation of equipment, materials, and resources for site activities
- Lead site activities, including pressure testing and flushing activities, and producing the relevant document packs
- Commissioning, maintenance & fault finding for both open and closed loop hydraulic systems

IMH Document No.	Date of Revision	Revision	Page Number
IMH/HR/46	10-06-2022	1	3 of 5

## JOB DESCRIPTION



- Lead on-site teams, taking the role of company representative where required, including the supervision of both IMH employees and subcontractors
- Development of on-site solutions where possible, including immediate and temporary remedies. Work closely with the engineering design team where more robust and long-term solutions are required
- Disassemble, inspect, report, and repair of all hydraulic equipment
- Completion of basic parts lists, identifying appropriate equipment and remedial work needed for repairs

### **Commercial:**

- Support account management of key customers, e.g., main point of contact on maintenance contracts
- Input to client discussions in terms of technical clarification and resolving disputes
- Provide technical support to bids and proposal activity
- Support business development and sales with client technical meetings and visits
- Responsibility for on-site project reporting

### **Other:**

- Assist with training and development, including mentoring
- Support technical equipment and maintenance, including identifying upgrades and replacements
- Utilise the company ERP system for all project activity recording and reporting
- Other ad-hoc duties as required

IMH Document No.	Date of Revision	Revision	Page Number
IMH/HR/46	10-06-2022	1	4 of 5

## Key Accountabilities

- Ensure zero harm to all personnel (including employees, clients, and subcontractors)
- Compliance with company safety standards across day-to-day business operations
- Adherence to company values and behaviours
- Compliance with client site rules and regulations
- Ensure all work quality is to the agreed company standard – right first time
- Build and maintain strong client relationships, ensuring expectations are satisfied
- Deliver against project scope, communicating potential variations and risks in a timely manner
- Effective supervision of resources, as required
- Accurate planning of activities and scoping of tools and materials required
- Carrying out of activities in a time conscious and professional manner
- Foster an effective working relationship between all departments and functions within the company
- Accurate and detailed project reporting on a regular and timely basis
- Reading and understanding of engineering drawings, and relaying of information
- Carrying out effective set up of equipment to specification
- Making appropriate and timely recommendations
- Component repair and accurate component recommendation
- Flexibility in supporting other ad-hoc duties

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IMH Document No.	Date of Revision	Revision	Page Number
IMH/HR/46	10-06-2022	1	5 of 5