

JOB DESCRIPTION



Job Title:	Service Engineer
Reporting to:	Service & Outages Manager
Location:	Middlesbrough
Reference No:	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

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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 its 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.

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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

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- Lead on site teams, taking the role of company representative where required, including the supervision of both IMH employees and subcontractors
- Development of onsite 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 onsite 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

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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

Interested candidates should email their CV to recruitment@imh-uk.com.

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