**JOB TITLE: Field Service Engineer**

**Department: Field Service Department**

**Location: Home based**

**Reports To: Field Service Manager**

**Purpose:** To maintain POS equipment at the customer sites the FSE is responsible for in an area

**Vista Retail Support’s Mission**

* To be the partner of choice for the provision of technology services in the UK
* To deliver on our commitments to all of our customers both external and internal
* Create a great environment where Vista people become the best they can be and are able to discover for themselves and educate others in the field of technology support

**Vista Retail Support’s Values**

* To do the best we can for our business, our customers and our colleagues
* To demonstrate honesty, integrity and flexibility in all that we do
* To be transparent in our operations
* Respect our environment
* Return value to our shareholders
* To be committed to our people

**Information Security Profile: HIGH**

* This role will be privy to some confidential and sensitive information and as such the field service engineer will be expected to treat all information as sensitive discussing it only with those people who have the necessary authority

**Main Tasks and Objectives**

* The maintenance of POS equipment at the customer’s facility to ensure full functionality according to the manufacturers’ specifications with the emphasis on “fixing” front office EPOS equipment and their peripherals
* Keeping the customer informed at all times of the progress of the work
* Reporting to the relevant helpdesk, where necessary, in accordance with the escalation procedures of the relevant customer
* Updating the contact centre computer system at every stage via a tablet pc to ensure smooth communication between the company and the customer
* Completion of all relevant documentation to allow performance reports to be produced in a timely manner to monitor customer service
* Maintaining contact with the contact centre to allow real time logging and availability
* Returning faulty equipment to the repair centre, with fully completed documentation, within a two day window, fully assembled and labelled
* Any other reasonable tasks as assigned by management

**Outcomes and Deliverables**

* The maintenance of serviceable service spares to achieve 95% first time fix rate
* Manage workload to meet customer needs and to ensure that the field service manager and the contact centre are kept advised of all outstanding issues
* High level of health, safety and environmental compliance

In addition to the above duties the post holder must be prepared to undertake such additional duties which may result from changing circumstances.

**All staff are expected to comply with all VRS Ltd management systems and procedures and conform to the requirements of all standards and certifications held by Vista Retail Support Ltd.**

| **Person Specification** | **ESSENTIAL** | **DESIRABLE** | **MEANS OF ASSESSMENT** |
| --- | --- | --- | --- |
| **SKILLS**  **KNOWLEDGE** | * The field service engineer role is the most important person as far as the customer, experiencing a problem with their POS equipment, is concerned. It is essential that any candidate should have the right attitude and communication skills, to deal with customers on a daily basis. Experience of customer facing activities is ideal. * Candidates must possess PC maintenance experience or relevant qualification. Ideally applicants will also possess knowledge of electronics, within the EPOS environment. * The person must possess the ability to think logically and clearly, able to make decisions and use their own judgement. * The individual needs to be self-motivated with the ability to organise and prioritise their work in order to meet the customer needs in a timely manner. * The successful applicant will need to be able to handle pressure and still be able to maintain a professional approach at all times – especially should conflict arise at customer sites. The person needs to possess the appropriate interpersonal skills to handle and diffuse any potential difficult situation. The person is Vista Retail Support’s ambassador and has the potential to hurt our reputation by inappropriate responses or behaviour. * Self-motivated with ability to work on their own but able to work effectively with the wider team – especially the contact centre staff who take the customer calls. * Effective interpersonal skills with ability to build rapport with our customers * Computer literate | * Experience in a similar role * Knowledge of EPOS industry * Mechanical ability would also be an advantage. | * CV and Interview |
| **QUALIFICATIONS**  **AND TRAINING** | * Candidates must possess PC maintenance qualification or qualified by experience | * PC maintenance/Electronics qualification to diploma level or equivalent | * CV * Certificates |
| **EXPERIENCE** | * Have undertaken a face to face customer service field based role * Hardware skills based training * Networking experience | * Ideally applicants will also possess knowledge of electronics, within the EPOS environment * Worked in a field based role in the area in which they are applying for the vacancy | * CV and Interview |
| **PERSONAL ATTRIBUTES** | * Smartly dressed and well presented to create the right image in front of the customer * Ability to remain calm under pressure * Logical, methodical approach * Live within or willing to relocate to the required area * Available to work weekends and evenings in accordance with the rota and flexible to meet the needs of the customers * Flexible and willing to respond to short notice situations * Possess driving licence * Mobile - willing to drive the necessary hours/distances to visit the customer sites * No evidence of convictions especially driving whilst under the influence of alcohol or drugs, careless driving, undue care and attention or dangerous driving * The individual will have to demonstrate that they can cope with an environment of change |  | * Interview and Reference |

**Document Detail:**

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| **Reference** | PM – JD - FSE | **Owner** | Field Service Manager |
| **Author** | Gemma Howlett-Matthews | **Status** | Issued |
| **Version No.** | 5.0 | **Issued Date** | 01/08/2020 |
| **Effective Date** | 01/08/2020 | **Next Review Date** | Annual |

# Document Change History

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| --- | --- | --- | --- |
| **Date** | **Version** | **Author** | **Details of Change** |
| 01/04/2017 | 1.0 | Kath Powell | Issued |
| 01/08/2017 | 2.0 | Kath Powell | Appointment of field service manager |
| 01/08/2018 | 3.0 | Kath Powell | Annual review – no material change |
| 15/08/2019 | 4.0 | Kath Powell | Annual review – no material change |
| 31/07/2020 | 5.0 | Gemma Howlett-Matthews | Annual review – no material change |
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