

## FIELD SERVICE ENGINEER (ELECTRICAL / MECHANICAL)

### Job Description

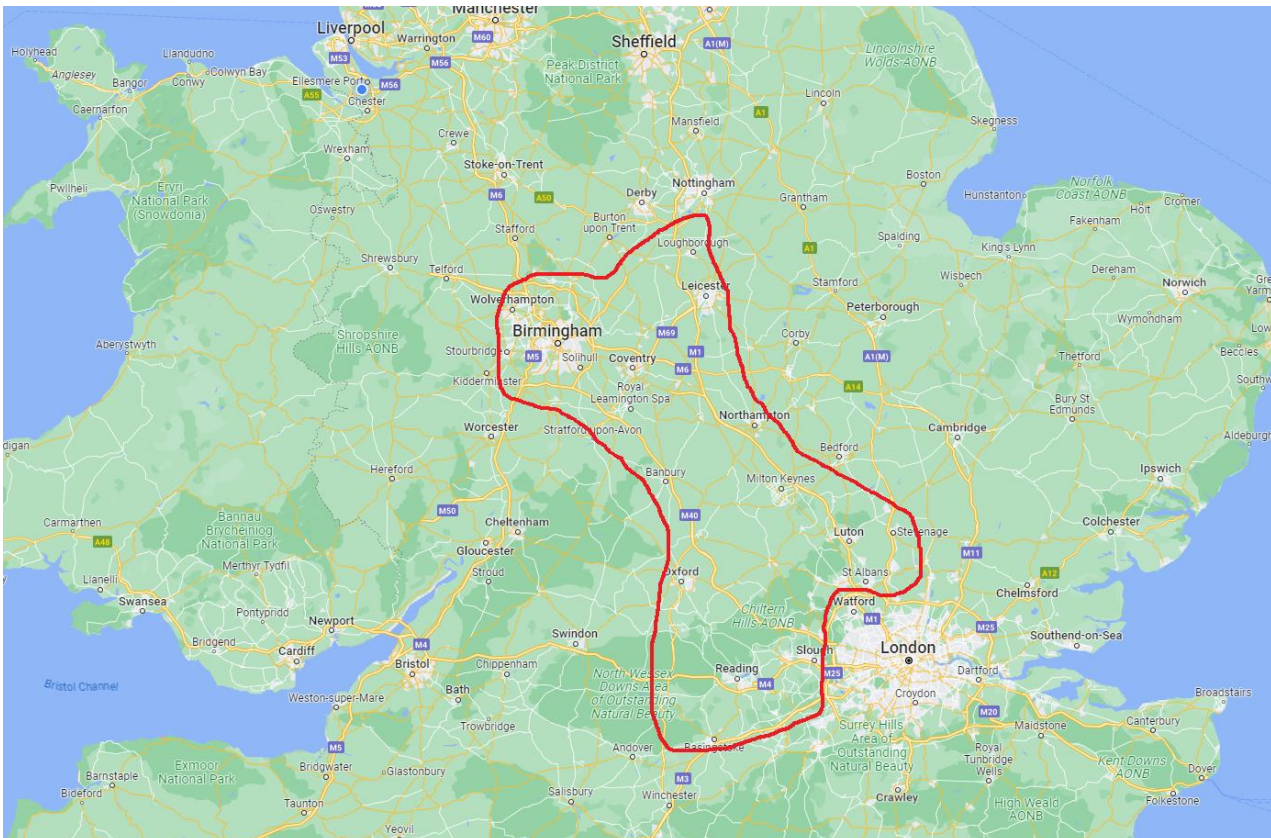
#### *At a glance:*

- Maintain, test, and install various Design and Technology machinery mainly in secondary schools across the UK (primarily laser cutters/engravers).
- The role involves being able to work by yourself, organising your time effectively and being able to troubleshoot issues with sometimes unfamiliar machinery.
- Strong computer literacy is required. Basic competence with 2D and 3D CAD programs is necessary to be able to maintain some machinery.
- A company phone, laptop and van will be provided.
- The successful candidate must be prepared to work away from home Monday to Friday with occasional work overseas.

### Location

TechSoft are seeking a highly skilled field engineer to work throughout the UK, and occasionally overseas. The area to be covered will extend to the whole of the U.K., though many customers are in the South and South-East of England including Greater London.

**The successful candidate will need to live in or re-locate to a suitable location. An ideal location would be within the following marked area.**



## Background

TechSoft UK Ltd has long been recognised as the leading supplier of CAD/CAM equipment to schools, colleges, and universities.

Our product range includes everything required to run a full school Technology department, including:

- Laser cutters
- 3D printers
- CNC routers and engravers
- Sewing and embroidery machines
- CAD/CAM software
- Manual machinery e.g., drills and bandsaws
- Art, craft, and pottery equipment



*Typical laser cutter  
seen in schools.*

Alongside this, TechSoft supply all the necessary tooling, materials, and furniture and provide specialist teacher training.

Safe and reliable equipment is essential in education to ensure that teaching and learning can be carried out effectively, and TechSoft are proud to provide the highest levels of maintenance and support throughout the lifetime of all our equipment.

## More Details

We have an exciting career opportunity for a field service engineer at TechSoft, offering great scope for personal and career development.

The work will be varied and challenging but the key responsibility will be travelling to schools, colleges and universities to service and maintain existing machines, or to deliver and commission new ones. Working with teachers and technicians will be a major part of the job.

Full training will be provided, but applicants should have a proven background in field engineering and service – ideally with a minimum of 3 years' experience.

Tools, equipment, mobile phone, laptop, and van will be provided. The van will require off-road parking, and secure space for temporary storage of tools and equipment would be desirable. Daily administration tasks will need to be done from your home office using our bespoke CRM software.

Close liaison with head office through telephone/email will be essential. Regular reports and monthly visits to our head office in North Wales will be required.

The main responsibilities will be as follows:

1. Provide on-site technical support and machine maintenance in your area.
2. Assist with new equipment installations when required.
3. Contribute to ongoing product development and design improvements.
4. You will occasionally be required to work overseas as TechSoft support customers in locations including Europe, the Middle East, China, and U.S.A.



CAD/CAM ~ Machinery ~ Tools ~ Materials ~ Installations

TechSoft UK Ltd.,  
Falcon House, Royal Welch Avenue,  
Bodelwyddan, Denbighshire, LL18 5TQ

Tel : 01745 535007  
Fax : 01745 535008

Email : sales@techsoft.co.uk  
Website : www.techsoft.co.uk

## Terms and Conditions

1. Hours: Monday to Friday. Hours as necessary due to travel time. On average 40 hours per week. Exact working hours vary to suit individual school/colleges/universities requirements and travel time.
2. Occasional overnight stops may be required. On very rare occasions, weekend work/travel may be necessary but may be claimed in lieu.
3. Salary: £32,000 - £39,000, relevant to experience and location.
4. Holidays: 25 days (plus Bank Holidays). Of these, 3 must be used for our Christmas closedown. You are requested to take the remainder at "non-busy" times such as school holidays.
5. The successful candidate will be one of a small but successful team, and must be prepared to be a team player, helping in any area as necessary.

## Person Specification / Experience

The successful candidate will possess and demonstrate:

1. Experience of working within a field service environment will be essential.
2. A relevant electrical / mechanical engineering qualification will be highly desirable, but consideration will be given to candidates with proven experience.
3. Excellent mechanical aptitude, diagnostic skills, and an ability to think on your feet with a logical approach to problem solving will be essential.
4. Previous experience with CAD/CAM equipment (particularly laser engravers) would be desirable, but not essential; full training will be provided.
5. A basic knowledge of electrical and CNC control systems would be desirable.
6. A good knowledge of general workshop tools and machinery
7. Knowledge and experience with Local Exhaust Ventilation systems would be desirable.
8. Experience of CE marking would be desirable.
9. A high level of IT literacy; experience with popular graphic design and CAD software are desirable, experience of Microsoft packages – Outlook, Word, Excel. PowerPoint etc. are essential.
10. The ability to work alone as well as part of a team.
11. Accurate time-keeping and timely record-keeping
12. A flexible and energetic approach to the job and the ability to adapt to new and challenging workloads.
13. Ability to manage their own time effectively.
14. Availability to work away from home on a frequent basis.
15. A full clean current driving licence.

Familiarity with TechSoft products will be an advantage but is not essential.



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## Education

- Electrical and/or Mechanical Engineering qualification (HND or Degree), or equivalent, or a time served apprenticeship mandatory.
- C&G 2377 Portable Appliance Testing, or higher, would be desirable.
- P601 Thorough Examination and Testing of Local Exhaust Ventilation Systems would be desirable.
- A CSCS card will need to be obtained for the successful candidate.
- A DBS enhanced check will need to be obtained for the successful candidate.

## Applications

If you are interested in applying for the above post, please send your C.V. and covering letter as soon as possible to [appointments@techsoft.co.uk](mailto:appointments@techsoft.co.uk)