



Industrial Burner Service Engineer

Job Description

Reporting to: Service Manager

Department: Service Department

The Company

JBC specialise in mechanical and industrial engineering which encompasses a vast range of services to the public and private sectors.

Scope and Remit

Responsible for providing on-site maintenance and support, on a vast range of combustion equipment and plant. 24/7 service orientated mindset.

Responsibilities

- Responding to customer call-outs including an out of hour's rota system.
- Evaluating and resolving problems.
- Assisting with the installation, commissioning and servicing of combustion, process and boiler plant.
- Repairing, testing and maintaining equipment.
- Monitoring the performance of equipment and plant.
- Providing customers with regular reports and feedback on their service requests.
- After sales; provide customers with upgrade and energy saving options.
- Developing and maintaining relationships with customers.
- Offering feedback on future product development, features and functions.

Knowledge, training and experience required

Essential

- Degree in engineering or equivalent
- Field based service engineering experience.
- Experience of servicing combustion equipment and plant.
- Clean driving licence
- Electrical fault finding skills
- Gas and oil combustion experience

Desirable

- Experience in a customer-facing role
- Computer literate

Key personal skills required

- Excellent verbal and written communication skills
- Ability to demonstrate attention to detail.
- Exhibit an energetic and proactive approach to tasks.
- Ability to multi-task and embrace challenges.
- Capable of working accurately at speed with a wide ranging remit.
- Willing and keen to undertake relevant training to develop skills in relation to the post.
- Regular travel within the UK but mainly within the local area