



## **Position**

Installation Engineer

## **Reports To**

The Installation Engineer reports to the UK Sales Manager.

## **Role Overview**

The Installation Engineer will be responsible for installing equipment sold by V L Test Systems to customers located throughout the UK. The Installation engineer will be based from home (around the Buckingham area) and expected to travel throughout the UK for the majority of their working time. There will be extensive overnight stays. The role involves inspecting equipment, dismantling and uninstalling old or used equipment and installing, commissioning and testing the equipment that has been sold to the customer. The Installation Engineer will also calibrate equipment and train customers on how to use the full functionality of the equipment.

This role requires a clear understanding and adherence to health and safety rules. The customer sites can be building sites, busy garages and vehicle maintenance workshops. All of these can be hazardous and the installation engineer is required to follow method statements and complete a dynamic risk assessment to ensure they are not involved with or cause people any harm.

When not at a customer site the Installation Engineer is expected to prepare for forthcoming visits, restock their van, help load and unload deliveries, and carry out any maintenance, repair and refurbishment of the Head Quarters facilities.

At all times an Installation Engineer will follow company policies and processes and project V L Test Systems as a first class professional company. They will also work with other V L Test System colleagues to ensure the smooth and efficient running of the company.

## **Responsibilities and Duties**

Primary accountability is to ensure that customers who have purchased equipment from V L Test Systems are satisfied and have been given knowledge on the operation of their new system. This role requires engineering activities to be clearly documented at each stage.

This includes (but is not limited to):

## **Preparing for forthcoming installations**

- Liaising with the Sales & Installation Administrator
- Reviewing sales orders, sales notes and drawings prior to an installation.
- Ensuring they have the correct equipment, tools, documentation and information to complete the installation.
- Advise the Engineering Manager or Sales & Installation Administrator if there are any potential issues with the installation.
- Arrange accommodation and efficient personal travel to the installation location.



### **Conduct a high quality and efficient installation**

- Travel to the customer site in a safe and professional manner. Inform the company office of your arrival
- Follow V L Test Systems Health & Safety Policy and the local policies, required by the customers at their facilities.
- Report to V L Test Systems management team any potential or actual breaches in safety.
- Inspect the site and assess any hazards that may pose a risk.
- Follow the correct Method Statements for Inspection, Removal and Installation of equipment.
- At all times, present yourself and the company at the highest professional standard.
- Liaise with the customer regarding the activities that are required to complete the installation.
- Liaise with the Sales & Installation Administrator regarding any problems that may stop or slow down the installation.
- Carry out the installation with accuracy and due diligence, ensuring that the equipment is commissioned to the required working condition as specified by V L Test Systems BV and V L Test Systems Ltd manuals and reference materials.
- Ensure that V L Test Systems property is safe from damage or theft and that intellectual property is not shared with third parties.
- Complete the required documentation and certificates at the correct time and place.
- Ensure that any additional costs (parts or labour) are agreed with the customer and passed back to the company office to be invoiced.
- Update Service System, add contact information, notes and feedback where needed.
- Train customers to the full usage of their equipment.
- Photograph a customer vehicle being tested on the equipment and send back to the company office.
- Inform the company office of your departure.

### **Post Installation and Other Duties**

- Submit certificates, engineer reports and other documents to the company office.
- Work with other V L Test System colleagues to ensure the smooth and efficient running of the company.
- Manage allocated company vehicle maintenance and roadworthiness.
- Drive safely and maintain company image on the road.
- It is a requirement of this role to be able to drive. Being convicted of a driving offence, resulting in a ban or offenses that combined exceed 12 penalty points within 3 years, will result in termination of employment.
- Submit expenses accurately and in a timely way.
- From time to time conduct service and calibration visits or breakdown call outs.
- Actively participate in meetings, providing information on the workload and suggestions to improve performance.
- Actively engage in own development and training.



## Qualifications, Experience & Profile

- Previous experience in an engineering service, calibration, installation or commissioning role.
- Previous experience within the Commercial Vehicle sector preferred.
- Numerate and able to communicate in English (both verbally and written)
- Experience of using Microsoft Office
- Motivated & dynamic
- Presentable
- Excellent timekeeping
- Ability to liaise with Directors and Workshop staff alike.
- A clean driving licence preferred
- Flexible with their working hours

There will be a probationary period of six months, during which the Installation Engineer will be trained by supporting an installation team with various V L Test Systems equipment.