



Generator Service Engineer (Controls)

Job description



Do the
right thing



Be the
difference



Love our
customers



Never
settle



Look
forward

Role Profile

Job Title

Generator Service Engineer (Controls)

Division

Service

Reporting to

Service Engineer Team Leader

Location

5 days per week field service working at DPS locations carrying out service activities on customers sites.

The role

As a Service Engineer (Controls), you can expect your days to involve travelling to various client sites across the UK, carrying out installation, commissioning, planned and reactive maintenance operations on critical power systems and associated equipment (Diesel / Gas Generators, Fuel Tanks, Lift Pumps, Associated Switchgear). Occasional overnight stays are required but usually you would be based from home. Currently the work is split roughly 80:20 service to projects work. Projects work involves installation of new equipment, commissioning, and replacement of end-of-life products. Service work is primarily planned/preventative maintenance along with remedials and repairs. Full product training is provided and is made up of occasional training courses at our HQ in Scarborough with ongoing on the job training delivered by our engineers and team leaders. Formal academic electrical/electronic courses such as ONC/HNCs can be provided on a paid day-release basis for the right candidates on successful completion of a probationary period.

As a Generator Service Engineer (Controls) your skillset will be biased towards controls, and you will be competent in installation, maintenance and diagnostics of multiple Control and AMF/ATS systems.

This role is an integral part of the field service engineering teams and is expected to regularly interface with the customers, sales teams, project managers, operations and suppliers. Responsible for developing and delivering technical data, pre and post sales technical support including diagnostics and problem solving, training and resolving technical and quality issues for all generator, UPS and other electrical power issues.

Why you're our kind of person

We're not looking for people who sit down and say, 'that'll do', we're driven by doing the right thing for our customers. We operate in an agile fast paced environment, and we are always looking forward,

improving, never settling and wanting to be the difference for our customers. It's an exciting time to join the energy industry as we seek to reduce our reliance on fossil fuels and our ambitions present a tremendous opportunity. We work hard to deliver, and there's a lot to do, but the ability to make an impact in our business is significant. So, if that resonates with you and you want to love our customers as we do then come join a team of like-minded people

What good looks like

- Seamless: You'll provide high quality solutions to our customers
- Specialist: You'll be skilled in your area, be an expert in a number of Dale processes and be commercially smart.
- Collaborative: You'll advise your colleagues and input into other work, and also be able to work independently to get the job done.

What you'll do

- Maintain and service critical power supply equipment and other associated electrical equipment I.E. Diesel/Gas Generators, Fuel Tanks, Lift Pumps, Associated Switchgear
- Fault finding and fault rectification in both Electrical and mechanical disciplines
- Electrical control installations, upgrades and troubleshooting on site
- AMF/ATS installations, upgrades and troubleshooting on site
- Additional duties will also include Call out rota, weekend working and unsocial hours
- Assist Service Engineers with Technical enquiries
- Provide technical support for the rest of the business when necessary
- Provide technical support to coordinators if required
- To communicate effectively with colleagues on a regular basis
- To always provide a professional service to all customers both internally and externally
- Ensure that follow-up work requirements are referred to the appropriate staff within Dale Power Solutions to enable necessary action and recommendations to clients
- Always maintain a professional appearance and manner, consistent with client and company expectations, and in doing so help to promote the image of the company
- Observe and adhere to company Health & Safety guidelines and contribute to a healthy and safe environment
- To attend training and schedules meetings at our offices in Scarborough and St Albans
- This role will be based working from home as well as the ability to travel to our offices in Scarborough or St Albans as and when required
- Provide assistance to the quotations team, aiding in identification of parts and documenting scope of works for remedial quotations following defect reports raised by yourself
- Provide technical support to engineers and coordinators regarding parts required to complete work on first visit for remedial works
- Conduct site visits to assist with customer queries when deemed necessary by service or operations managers
- Complete all necessary company documentation punctually and in accordance with any guidelines or schedules issued (including Time bookings, Staff Expense claims, site reports, etc.)
- Provide support and co-operation to the management and to colleagues and be prepared and willing to always help and contribute to the success of the company
- Observe and obey all company rules and regulations, comply with all site regulations, and safeguard company property
- Any other reasonable duties commensurate with the post

What's important to us

- Experienced engineer in electrical power generation.
- Experience specifically with diesel generator sets, AMF, and ATS, switchgear, power distribution and all associated auxiliary equipment. Ideally familiar with uninterruptible power supply (UPS)
- High Technical and commercial awareness
- Full computer literate and fully proficient in the use of software such as CAD, Microsoft office products, CRM etc.
- Experienced with building and maintain strong working relationships with clients
- You'll be passionate about health and safety and ensuring that everyone goes home from work safely from our projects
- You'll communicate openly, transparently, and effectively to ensure a high level of customer service
- You'll be resilient and thrive in a fast paced environment
- You'll be inquisitive and stay up to date with industry and technical changes and legislation
- You'll be keen to work collaboratively with others to develop shared solutions
- You'll have good levels of self-awareness, excellent interpersonal and communication skills
- You'

Additional Information

Building careers

We want all our colleagues to grow and build careers with Dale.
We invest in our people for the future.

Many of our team members have been with us for over 30 years and some of our management team began their careers as apprentices. As we have grown so too have, they and that knowledge is passed down as our team develops and evolves.

No two days are the same and variety is a key part of life for our team at Dale. There's always an

opportunity to learn new skills and progress your career. We want to be a great place to work that is diverse and inclusive which is why we focus on supporting people and their development.

Teamwork is where it starts

As a solutions business, teamwork is our bedrock. From our design and project management teams to the engineering team and customer service, all our teams work together to not only deliver the best customer experience possible but to support their colleagues both day-to-day and with their long-term career aspirations.

Our values



Do the right thing



Be the difference



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Look forward

Our values are the guiding principles that define how we do things here at Dale. We look for colleagues to share these values when joining the team.

Do the right thing

It's what we do when no one else is looking that defines us. For us, doing the right thing means being accountable for our actions and giving the highest level of attention, respect and consideration to everyone, all of the time.

We want Dale Power to be good to work both with and for. By always doing what's best for our customers, our colleagues and our company, we will build even greater trust and confidence in our brand. And it'll make us even better people to do business with. This also means being commercial – we won't over engineer and will strive to deliver the right solutions for the right price

Be the difference

The knowledge, skill and experience our people have make us unique. And we believe that every individual has within them the ability to lead by example, inspire those around them and be the difference between ordinary and excellent.

Whilst we are a collective of exceptional talents, we believe that our potential is greater than the sum of our individual skills. By taking responsibility the quality of our own work and pride in what we deliver as a team, we build not just better products, but a better business. For all of us.

Love our customers

We recognise that our customers trust their hard-earned budgets in our ability to help protect their business. In return, it's our duty to repay this trust by making their needs our priority. That's why every decision we make - and every outcome we measure - must be grounded in how well we serve our customers.

Keeping customers happy is the key to our success now and in the future - so we must show them how much they matter to us. Put simply: if we love our customers as much as we can, they will love us back.

Never settle

We're driven by trying to find solutions to what's in front of us. We are passionate and courageous in our decision making and restless in our pursuit of solving our customers problems. That means setting high standards, being sticklers for quality – and never settling for 'good enough'.

If you need inspiration to go above and beyond, look around you. We work with brilliant people who do exceptional things every day. And that, in itself, is an excellent thing.

Look forward

We've been around for a long time. We've seen and learned so much, and our experiences give us a unique pedigree. Our rich heritage gives us stability. But the future brings us new opportunities.

As the world strives towards net zero and organisations seek to secure their energy supplies, the curiosity that comes from always asking 'what's possible' means we are well placed to support our customers as they seek partners to help in managing their changing energy needs.

And that's a challenge we look forward to.