



# Generator Technical Engineer (Mechanical)

Job description



Do the  
right thing



Be the  
difference



Love our  
customers



Never  
settle



Look  
forward

## Role Profile

### Job Title

Generator Technical Engineer (Mechanical)

### Division

Service

### Reporting to

Service Engineering Manager

### Location

Home Based with frequent visits to customer sites and DPS locations

### The role

This role is an integral part of the technical support team 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 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**

- Oversee / lead major mechanical overhaul works as required.
- Carry out advanced level fault finding following escalation from other engineers.
- Provide support to coordinators (including support on interpreting quotations and assisting with planning of more involved works).
- Provide support to engineers and coordinators regarding parts required to complete work on first visit for remedial works.
- Provide support to engineers both on site and off site (within and outside normal working hours, this to include providing support to on call engineers when required).
- Conduct site visits to assist with customer queries when deemed necessary by service or operations managers.
- Be involved with the implementation and delivery of training and development plans for service staff to meet businesses requirements. As part of this role there will be an element of train-the-trainer, where you may receive OEM training with a view to then passing that training on to other members of the service team.
- Provide technical support for service quotations.
- Provide support for any other areas of the business when necessary.
- The creation and distribution of relevant service bulletins.
- Any other reasonable duties commensurate with the post.

### **What's important to us**

- Experienced engineer in electrical power generation – Minimum 10 years' exposure to mechanical maintenance / fault finding.
- Experience specifically with diesel generator sets, AMF, and ATS, switchgear, power distribution and all associated auxiliary equipment. Ideally familiar with how uninterruptible power supply (UPS) and generators are configured to provide power to critical loads.
- 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 maintaining 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'll have good time management skills

### Additional information

- This role will be split between spending time on site and working from home. You are expected to manage your time effectively and also work with colleagues to identify any visits that would benefit from having a technical engineer present for the works.
- As this role will involve hands on work on generator sets and associated systems, a Van or similar vehicle will be provided.
- You will form part of the Escalation response for emergency call outs.

## 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



Love our  
customers



Never  
settle



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.