



UPS Service Engineer

Job description



Do the
right thing



Be the
difference



Love our
customers



Never
settle



Look
forward

Role Profile

Job Title

UPS Service Engineer

Division

Service

Reporting to

UPS Team Leader

Location

Home Based

The role

As a Service Engineer, 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 (Commercial UPS / Industrial UPS & Associated DC Battery Systems). Occasional overnight stays are required but usually you would be based from home.

Currently the work is split roughly 60:40 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.

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 associated electrical equipment. (Commercial UPS / Industrial UPS & Associated DC Battery Systems)
- 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 obey all company rules and regulations, comply with all site regulations, and safeguard Company property.
- 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 help and contribute to the success of the company at all times.
- Observe and adhere to company health & safety guidelines and contribute to a healthy and safe working environment.
- To attend training and scheduled meetings at our offices in Scarborough.
- Additional duties will also include Call out rota, weekend working and unsocial hours.
- This role will be based working from your home as well as the ability to travel to our offices in Scarborough or St Albans as and when required.

What's important to us

Employee Profile:	Service Engineer	
Criteria:	Essential:	Desirable:
Physical Attributes: e.g., Appearance, Health	Well presented, articulate and excellent communicator.	
Attainments: e.g., Qualifications, experience, training	<p>At least 2 years' experience in a commercial technical environment.</p> <p>Relevant technical qualification.</p> <p>Electronic / Electrical Engineering experience.</p> <p>Experience of engaging with customers in a pressured environment.</p> <p>Computer literate and experience with MS Office, Excel.</p>	<p>Health and Safety qualifications (ECS Card / EFAW / Asbestos Awareness / CCNSG)</p> <p>18th Edition Qualification</p> <p>BTEC or ONC / HNC in Electrical or Electronic Engineering.</p> <p>NVQ Level 3/Apprenticeship in Electrical Maintenance or similar.</p> <p>City and Guilds 2391/2394/2395.</p> <p>AM2 certificate</p>

<p>Aptitudes: e.g., Communication skills Negotiation skills, Influencing skills</p>	<p>Strong interpersonal skills.</p> <p>Proven ability to organise own workspace.</p> <p>Ability to prioritise tasks effectively.</p> <p>Strong Colleague/customer/subcontractor interfacing skills.</p>	<p>Commercial awareness and ability to communicate at all levels regarding technical matters.</p>
<p>Personality: e.g., Attitude, Reliability, Co-operation</p>	<p>Team player.</p> <p>Positive attitude, enthusiastic and honest.</p> <p>Highly motivated and uses initiative.</p> <p>Co-operative and helpful at all times</p> <p>Able to participate in a successful, committed and highly motivated team</p>	
<p>Circumstances: e.g., Flexibility in hours, Mobility, Time keeping</p>	<p>Full driving licence – Full UK travel and there may also be a requirement for you to travel to the Channel Islands and Europe.</p> <p>National coverage – travelling UK wide</p> <p>Ability to gain security clearance with MOD/Police Forces and others – this will require you to obtain references from previous employers going back 3 years.</p> <p>Will be required to apply for an Enhanced DBS Check (supplied by the company)</p>	

Person Specification

Qualifications

Experience

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



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.