
Job Description: Service and Installation Engineer, Protea Ltd.

Protea Ltd. is a leader in gas analysis using spectroscopic techniques in industrial and research applications. Our technologies include Mid-IR FTIR, laser and mass spectrometry. We are currently seeking to recruit a Service and Installation Engineer to join our growing team based in Cheshire.

Reporting directly to the Managing Director, the primary function of the role is the management and completion of the service and maintenance of Protea's industrial gas analysers with the UK and ROI. The role will also see the successful applicant providing support in the operational testing of our systems in the factory and site installation support functions to our customers. This role will see the need to travel worldwide, as and when required.

Working in an efficient and timely manner, in line with the business objectives of the Company, this role will play an important part in the development of the support infrastructure for our analytical systems to the UK and overseas. With further experience, and in line with the Company's growth strategy as the service workload increases, the successful applicant could see greater emphasis focussing on the management of the service and installation operations.

Responsibilities:

You will be responsible specifically for:

- Servicing and maintenance of customers' equipment within the UK and ROI, according to Protea's Technical and Quality Procedures
- The generation, issuing and scheduling of service contracts within the UK and ROI
- Managing the stock levels of consumable items for service
- Supporting manufacturing in-house with the operational and functional testing of analytical systems
- Providing installation, support and training to customers upon delivery of analyser systems
- Ensuring site installation and equipment hand-over (SAT's) are completed for projects to the relevant standard
- After sales support, including liaise with customers as necessary in regard to equipment issues, providing feedback on equipment performance to aid in development and improvement of Protea's products
- Providing training courses for Protea's agent network on the service of our equipment
- Liaise with the Managing Director as to the activities of the service business
- Adherence to the Company's Health and Safety policy and Quality System