



## Job overview

### Electronic Fire and Security Engineer – East Central Scotland

#### Summary of Job overview:

Eclipse (IP) Ltd are industry leaders in IP electronic fire and security solutions. Due to our continued growth and expansion, we are currently looking for a qualified engineer with minimum of 2 years experience who will be responsible for Installation of security systems, developing existing and new relationships, identifying new business and proactively servicing existing customers and reacting to their needs.

The role will be field based and covers mainly East central Scotland. Travel will be required with this role.

#### Key responsibilities:

- Must be prepared to cover all aspects of work including Installation, small works, service and maintenance and fault finding
- Carry out all work to defined quality standards as set out by industry regulations in a timely and efficient manner
- Liaise with Customers, Engineering department and Service desk
- Complete all necessary paperwork in line with required timescales
- The ability to cover a 24 hour call-out on a rota basis is essential to be considered for this position

#### Customer Service responsibilities:

- Deliver excellent Customer Service at all times
- Present a professional image through high standards of personal appearance including upkeep of work wear and vehicle
- Communicate clearly with Customers
- Train customers on the correct use of the system where required
- Identify opportunities to sell extra works and system enhancements





### Key skills required for Electronic Fire and Security Engineer

- Proper hand and power tool operations knowledge
- Good verbal and written communication skills
- Attention to detail
- Positive 'can do' attitude
- Friendly and empathetic
- Problem-solving skills
- Efficiency and organisation
- Team working skills
- An ability to hit targets and work well under pressure
- Full clean (preferably no more than 3 points) driving license

### Salary

- Dependent on experience
- Company pension scheme

### Please Note:

This appointment is subject to satisfactory security screening in line with BS 7858:2004 relating to the past 10 years, and that the successful applicant completes a successful probationary period of three months.

