



PROVIDING PEACE OF MIND
Since 1982

JOB DESCRIPTION

Key Account Engineer

SALARY D.O.E. | FULL TIME | PERMANENT
MONDAY TO FRIDAY | OCCASIONAL OUT-OF-HOURS WORK

ABOUT US

CIA Fire & Security Ltd is a leading security business based in Cirencester, Gloucestershire.

Our systems can be seen all over the United Kingdom and parts of Europe. We pride ourselves on installing and maintaining bespoke security and fire protection solutions utilising the latest proven technology.

Since 1982, CIA has evolved from a one-man operation into a successful company with over 80 members of staff. We have developed a strong reputation for providing a fantastic level of service, reliability and uncompromising expertise. This reputation has been earned by recommendations from satisfied customers, local authorities and business providers.

CIA has been successful in delivering a wide range of amenities to clients, supported by a reliable and dedicated 24-hour service team. In extending the operational areas, customer service has been maintained, with particular focus paid to fulfilling client requirements and expectations.

CIA is proud to be BAFE SP203-1 approved and NSI Gold accredited for both security and fire alarm systems. CIA is certified by ISO 9001:2015, which highlights our commitment to excellence. We are on the approved register of installers for over 35 different constabularies within the UK and Ireland.

ROLE OVERVIEW

The Key Account Engineer is responsible for delivering a consistent, high-quality engineering service across a defined portfolio of key customer accounts. This is a customer-facing engineering role suited to an experienced fire & security engineer who combines strong technical ability with professionalism, clear communication and a genuine sense of ownership.

KEY RESPONSIBILITIES

- Act as a trusted contact for allocated key accounts
- Carry out planned preventative maintenance visits across allocated customer sites
- Attend reactive service calls and fault visits across allocated key customer sites
- Complete minor works, remedial repairs, upgrades and system alterations where required
- Keep customers, co-ordinators and managers updated on progress, delays, risks and required follow-up actions
- Support commercial control by validating take offs, managing variations and tracking labour and materials

EXPERIENCE & QUALIFICATIONS

- Experience as a fire & security service engineer, maintenance engineer or multi-discipline systems engineer
- Experience completing planned maintenance, reactive service calls, remedial repairs and customer-facing engineering work
- Gent qualified
- Full UK driving licence
- FIA or equivalent fire alarm training is desirable

SKILLS & ATTRIBUTES

- Ability to work independently
- Good written standards
- Good understanding of compliance, quality, health and safety and customer service expectations
- Organised, proactive and able to follow issues through to conclusion
- Professional, reliable and customer focused
- Practical problem solving ability

BENEFITS

- Competitive salary
- Overtime opportunities
- Auto-enrolment pension
- Company vehicle and fuel card

READY TO APPLY?

Send your most recent up-to-date CV and supporting Cover Letter to info@ciafireandsecurity.co.uk