CIA
FIRE & SECURITY
RANGER FS COMPANY

JOB DESCRIPTION
Service & Small Works Engineer

SALARY D.O.E. | FULL TIME | PERMANENT | 40 HOURS
MONDAY TO FRIDAY | OVERTIME AND CALLOUTS AVAILABLE

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

This is a field-based engineering role carrying out preventative maintenance, callouts and small works of electronic security and fire systems.

MAIN DUTIES

- Working within, and adherence/compliance to, all Health & Safety standards, CIA quality system procedures and NSI engineering standards
- Servicing and maintaining electronic security and fire systems
- Takeovers, callouts and upgrades to electronic security and fire systems
- To advise clients of any compliance issues, upgrade opportunities and recommendations
- To manage tasks via mobile and emails
- To report regularly and concisely to service co-ordinators
- To provide after-hours callout via a rota system
- Any other related works relevant to the position

ON CALL

- Engineers will be scheduled on a 1 in 13 callout rota (subject to change depending on company needs)
- A retainer rate will be paid for both weekday and weekend on-call cover
- An enhanced retainer rate will apply for short-notice sickness cover where engineers are required to step in at late notice
- Weekday Callout Rate: Paid at flat-rate door-to-door
- Weekend (Saturday 00:00 to Monday 08:00) Callout Rate: Paid at time and a half door-to-door
- Engineers may make themselves available for additional dates outside of their scheduled rota
- These dates will be allocated based on business needs and availability

ABOUT YOU

- Health & Safety training records
- At least two years working as an engineer
- Proven background through an apprenticeship or similar
- Relevant sector experience/qualifications
- Full UK driving licence
- Must be able to pass a CRB/DBS check
- IT hardware/software experience/qualifications
- Pro-active problem-solving abilities
- Able to work alone or as part of a team
- Excellent communication skills
- Excellent time keeping
- Strong customer service skills
- Ability to train/inspire/mentor apprentices

BENEFITS

- Competitive salary based on experience/qualifications
- Competitive annual holiday allowance
- Auto-enrolment pension
- Vehicle provided
- Phone/laptop/tablet provided
- Callout allowance provided
- Career progression opportunities

READY TO APPLY?

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