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Service Engineer
Salford Priors, Evesham

Competitive Benefits & Salary Package

The Company:

McConnel is a multi-award winning British manufacturing company that is leading the way as the world's number one supplier of Power Arm and green maintenance technology. McConnel offers a comprehensive portfolio of premium hedge-cutting, spraying, cultivation and remote control machinery that sets the standard for quality and innovation in the industry and is exported to more than 40 countries around the world.

The Role:

Based at our Salford Priors manufacturing facility, near Evesham, you will be responsible for providing aftersales technical support for dealers, distributors and customers (UK and overseas) for Self-Propelled vehicles, administering warranty and supporting the parts department.

Responsibilities:

1. Conducts service visits to carry out on farm service support.
2. Responsible for all UK dealers and overseas technical/service training specifically for Self-Propelled Vehicles.
3. Provide advice and guidance via phone on normal service related calls, warranty decisions, and technical problems.
4. Where required, assist in field testing on new products and existing products for Engineering and design changes
5. Operator instruction and product training at sales meetings.
6. Provide part numbers of all parts used on service jobs for accurate pricing.
7. Attend Agricultural shows and assist in set up and tear down of shows where required.
8. Contribute to writing new product manuals and update existing manuals
9. Assist service and parts department with parts shortages, identifying part numbers and other items related to sales orders
10. Repair and return reconditioned service exchange items.
11. Any other duties as required by Company and within capabilities across product range.

Key Requirements:

1. Mechanical or Engineering Qualifications.
2. Experience in similar role essential.
3. Good oral communications and listening skills required
4. Trouble shooting and diagnostic ability essential.
5. Good human relations skills necessary
6. Mechanical ability and skill in making appropriate repairs necessary
7. Working knowledge of mechanical farm equipment essential
8. Working knowledge of Hydraulic and electrical circuits also essential
9. Basic computer skills required.
10. Organizational ability preferred
11. Willingness to be flexible and adaptable as long distance travel is required.