**Job Title**

CNC Field Service Engineer

**Job Description**

In this role, you have the opportunity to support the technical needs of Premier Machine Tools customers.

Your role as a field service engineer will involve working collaboratively with the wider organisation to provide exceptional service to our customers, services include corrective & preventative maintenance, commissioning & installation of CNC equipment and software & hardware upgrades. To include machining centres and turning centres with multiple axis.

**You are responsible for;**

* Operating at an advanced technical level to provide expert advice & solutions to our customers and colleagues
* Acting as point of technical escalation to reach timely resolution to customer issues
* Maintaining up to date, proficient knowledge, use of all customer services tools and applications
* Carrying out Corrective, Preventative, Installation of CNC machines.
* Diagnosing mechanical, hardware and software system failures using established procedures and information.
* Contributing towards technical knowledge sharing through ongoing collaboration with field colleagues
* Determining most cost effective repair/solution to minimise customer downtime.
* Taking a lead in managing and supporting technical escalations through to resolution ensuring all stakeholders are continually updated of progress according to the company process
* Maintaining a high level of knowledge through continual training and development.
* Taking responsibility and ownership for self-development to ensure technical and behavioural skills meet our customer requirements
* Ensuring all company property including test equipment, tools and spare parts are handled and stored in a safe and careful manner

**To succeed in this role, you should have the following skills and experience;**

* Experience of installing, repairing and servicing complex electrical equipment.
* Experienced logical problem solver with ability to work independently
* Expert technical knowledge and experience in engineering fundamentals
* Process knowledge across diverse product ranges
* Has an in-depth knowledge and deep understanding of equipment range and its operation
* Recognise new technologies and adapts to daily challenges
* Deliver high levels of customer service
* Comprehensive PC Skills

**Work environment;**

Industrial machine shop environment with exposure to manufacturing machinery, heights, varied temperatures, moving components, grease, oil and sharp objects.