



Person Specification:

After Sales Engineer – Process Automation (South)

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SICK (UK) LTD, a market leader in industrial sensor technology for Automation and Process Control, endeavour to provide excellent customer service in all areas.

In order to support the growth of the service business as well as to improve responsiveness to customers in service project delivery the company is looking to recruit an After Sales Engineer, ideally located around the M4 corridor, but must be south of the Midlands to focus support in the southern area of the UK.

Functions within the After Sales Department

- Enhance customers' perspective of SICK and its services utilising engineering and commercial skills to find and implement solutions for customer issues
- Provide service and communicate with all parties in order to maximise equipment availability, and customer satisfaction
- Proactively and professionally provide 1st class service to customers in order to promote SICK as the supplier of choice
- Work within a Sales and After Sales organisation to develop new business opportunities, thus improving SICK's performance and creating customer loyalty
- Build and maintain a knowledge of SICK supported products and customers' work processes in order to provide an expert point of contact for solutions from SICK and its services
- Complete service paperwork, log, raise and monitor solutions of issues to resolve customers' technical requirements
- Identify additional commercial opportunities within the customer base for delivery of improved service.

Key attributes and qualifications

- Degree in Electronics Engineering and / or Chemistry or equivalent business experience (HND minimum)
- Background and experience in the Process Automation Industry
- Experience of working within a field service role, in particular on customer based sites
- Strong analytical and communication skills
- High level of computer literacy
- Good commercial awareness
- Experience in running small projects
- Ability to work at heights
- be able to travel, to stay away over night and – on very rare occasions – to work at weekends as part of the 24/7 rota

The Candidate will

- have strong communication skills, both written and verbal
- have strong interpersonal skills
- have a high level of self motivation with attention to detail
- be keen to acquire the necessary technical knowledge
- show a high degree of customer service skills
- be able to work on their own as well as member of a team
- have strong knowledge of service excellence and thrive for customer satisfaction in a commercial environment
- be financially aware
- be able to work to deadlines
- be IT literate
- hold a driving licence
- be able to travel, to stay away over night and – on very rare occasions – to work at weekends as part of the 24/7 rota
- have a flexible approach to the role as some jobs require working outside the contractual working hours, being away from home and - when technically competent - be expected to participate in a 24/7 response rota for Service Contracts