



SUNSTONE

JOB DESCRIPTION	
JOB TITLE:	SECURITY SYSTEM FIELD ENGINEER
REPORTS TO:	HEAD OF ENGINEERING
LOCATION:	SUNSTONE HOUSE, UNIT ONE, ALTIRA PARK, THE BOULEVARD, HERNE BAY, KENT CT6 6GZ
DATE:	04 TH JAN 2022

DETAILED DUTIES AND RESPONSIBILITIES:

MAIN RESPONSIBILITIES:

To carry out installations and maintenance on all Sunstone security systems including access control, wireless systems, CCTV, ARC & SICS units. Respond to customer requests/calls, liaising with customers directly. Responsibility for the following:

- Installations and deployments
- Maintenance and support
- Customer training and advice

Must be able to work on your own initiative and with other engineers to deliver to all the above, ensure health and safety is adhered to during all site work, manage subcontractors where necessary, and carry out other duties commensurate with the role as directed by the head of engineering.

SPECIFIC TASKS INCLUDE:

TECHNICAL:

- Installation / maintenance /configuration of all new and current customers IP, HDTV, CCTV, Access Control systems and wireless infrastructures, this also includes Sunstone's ARC & SICS units on current and future sites
- Analysing, troubleshooting, and resolving customer queries and problems remotely and on-site
- Providing engineering information by answering questions and requests from both clients and internal Sunstone staff
- Evaluate current and new IP CCTV and Access Control systems and products in the marketplace to help provide the best solutions to Sunstone customers
- Maintain professional and technical knowledge by attending training sessions, educational workshops, reviewing professional publications and establishing personal networks

OPERATIONAL:

- Prepare 'on-site maintenance' documents and send to Client Services team, this must include all items listed on the form (e.g., arrival/departure times/analysis of fault, kit used etc)
- Work with Client Services Team to produce 'Client Matrix' documents with relevant installation information
- Help manage stock control (including management of faulty equipment)
- Maintain strong working relationships with all suppliers
- Liaise with office administrator to ensure all kit orders are fully specified so orders can be placed in a timely and costly manner
- Ensure any client requests for quotes are passed back to the Client Services Team

GENERAL:

- Maintain product and company reputation and Intellectual Property
- Provide excellent customers services
- Contribute to team effort by accomplishing related tasks as needed



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KEY SKILLS AND EXPERIENCE:

- Minimum of 2-3 years' working experience as a Security Systems Engineer - **Essential**
- Good written and verbal communication skills, with commercial awareness to problem solve using an analytical approach. - **Essential**
- Experience gained within a technical and client facing role - **Essential**
- Holds a full UK driving licence - **Essential**
- Ability to work well on your own initiative - **Essential**
- Knowledge of CCTV, Access control and Wireless systems on various scales - **Essential**
- Knowledge of DVR and NVR - **Preferred**
- Knowledge in all types of data cabling and terminations - **Essential**
- Networking experience in IP - **Essential**
- IPAF - **Preferred**
- Health and safety qualification - **Preferred**
- NRSW - **Preferred**
- ECS card - **Preferred**
- DBS check - **Preferred**