



<https://www.laserwiresolutions.com/job/service-engineer-3/>

Service Engineer

Description

You are:

An outgoing, skilled and motivated Service or Maintenance Engineer, focused on customer service. You're a self-starter, a fixer and a problem solver, who is happy to travel to customers when needed. You can put out fires, but you also understand it's better to prevent them. Because you can do it, and do it on time, people trust and respect you. You're often the face of the company, so you understand doing a great job is one thing, but also keeping customers and colleagues in the loop is important. You love improving. You observe, reflect, learn, document and share information to improve the future.

You'll be responsible for:

- Making product, troubleshooting & maintenance guides to keep Customer's products running.
- When things go wrong, you contact customer immediately and resolve issues quickly.
- Travelling to customer as needed, diagnosing and fixing faults. Getting their kit working.
- Ensuring you work adheres to our safety and quality standards.
- Communicate technical information clearly & simply to non-technical clients.
- Team working with engineering and support teams to improve product performance.
- Being the face of Laser Wire Solutions in customer & client relationships, putting safety and quality first.

You share our values:

- **Problem solving:** You work things out for yourself. You analyse data and risks assess risks.
- **Attention to detail:** Right first time. You verify before hand-over. It's got your name on it.
- **Cool under pressure:** You don't flap. You're composed in challenging situations.
- **An effective communicator:** It's good to listen first then talk. You explain the technical simply.
- **Customer focused:** We are only here because of them. Customer satisfaction is #1 aim.
- **Adaptability and Flexibility:** You embrace the new, you're not scared of different.
- **Reliable and dependable:** You meet deadlines and honour commitments. People trust you.
- **Teamwork and Collaboration:** You can't be a lone wolf. You like to work with people.
- **Stay curious:** You're never too old to learn. You keep on top of new tech and hone skills.

Hiring organization

Laser Wire Solutions

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Permanent

Industry

Manufacturing

Job Location

Main Avenue, Treforest Industrial Estate, CF37 5YR, Cardiff, Wales

Working Hours

37 hours per week

Base Salary

£ 35,000 - £ Competitive

Date posted

January 8, 2025

Valid through

23.01.2025

What to expect:

- An onsite and field-based role. Maybe in the region of 70-30% split.
- Being able to read engineering drawings, schematics and manuals to work things out.
- You'll have a desk but will be free to work in the lab, production and test areas when onsite.
- You'll need to be IT savvy and use Teams and Freshdesk (we'll teach you) quite a bit.
- Management-lite – we give direction and review work, but we trust you to get the job done.
- You'll need to figure things out – freedom to interface with other departments to get stuff done.
- You'll have a lot on the go at any one time, so prioritising what to do next is key.

Why Join Us:

- We are a dynamic, unique technical company on a high growth trajectory.
- A challenging, fun place to work where no two days are the same.
- Interesting work – new technology in a niche but rapidly growing market.
- A place where you can make decisions and feel you're really contributing.
- A dynamic team, willing to help you, that is always trying to improve their customer service.

Apply

If you fit the bill we'd love to hear from you – come and apply to join our team!