



JOB DESCRIPTION

Project Support Technician

TITLE:	Project Support Technician
TEAM/DEPARTMENT:	Projects
REPORTS TO:	Project Director
RESPONSIBLE FOR:	N/A

Purpose:

To provide practical onsite installation and commissioning support and problem solving to approved installers in order to ensure quality standards are achieved and project schedules are maintained, so that Sertus can minimise future risks and deliver excellent customer service.

Key Activities & Responsibilities:

- Respond to snags identified during installation or commissioning in order to fix or find solutions
- Provide practical technical assistance to approved sub-contractors on installation and commissioning snags to ensure quality approved solutions are implemented
- Provide hands on practical technical assistance; implement solutions where needed
- Ensure quality assurance is achieved and maintained by sub-contractors on both installation and commissioning
- Liaise with the Project Coordinator or Project Manager with regard to issues which may affect installation or commissioning schedules, particularly where stage payments may be impacted
- Assist with on-site training for new installation teams, new products, or special requirements, as required
- Promote, monitor and engage contractors in the Gold Standard Quality Assurance programme
- Maintain own up to date working knowledge of all relevant Regulations, Codes and Practices

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KPIs & Success Criteria

- Speed of turnaround on installation and commissioning snagging / problems raised
- Effectiveness of technical solutions implemented
- Maintenance of Gold Standard quality assurance
- Effective use of onsite and travel time; prioritisation of activity

Personal Attributes:

- Relevant qualification to NVQ level 3 or equivalent
- Experience of control / fire alarm systems and relevant standards
- Construction industry or similar background / experience
- Keeps up to date on Statutory, Building and fire industry Regulations and Codes
- Practical problem solver, takes a hands on approach
- Passionate about quality, works to a high standard with attention to detail
- Willing to travel and work flexible hours
- Strong task management and prioritisation skills; organised and methodical
- Clear communicator, able to coach and explain technical ideas to others
- Self discipline and motivation – works with minimal supervision

Thank you for your interest in Sertus, we're hoping that you'll be as keen as we are to meet up and discuss this exciting opportunity.



Jonathon Tuffin
PROJECT DIRECTOR

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