

## **Field Service Technician – Central London (Night Shift)**

We currently have a great opportunity for a **Field Service Technician** to join our team. As a **Field Service Technician**, you will be based in central London and be involved with the technical and service side of the kiosks. The role is focused on customer service and building our brand. Reporting to the Logistics Supervisor, you will work shifts for assigned kiosks maximising their ability to dispense/exchange cash, clean, repair and maintain the kiosks.

Due to the nature of the industry in which we operate, you will need to be confident working within a highly-regulated environment, be adaptable, quick to learn, able to work autonomously and with little direction.

### **Criteria for the Position are:**

- London based essential
- Sound computer literacy
- Strong communication skills with good understanding of English
- Excellent customer relationship skills
- Willing to work after hours shift hours
- Have a smartphone with data, wear company provided body camera for safety
- Be physically fit and able to navigate London using the Underground or Bus services or on foot
- Attend initial training at our Kent based factory (1-2 days)

### **What Will I Be Doing?**

- Receive your shift schedule, sometimes manage and plan your own shift efficiently according to geography, maximising the number of locations visited on each shift
- Escalate kiosk technical problems to Logistics Supervisor for guidance and help
- Use resources available to you to aim to repair faults first time, perform maintenance checks on each visit to prevent further faults from occurring, communicate within our groups on regular issues and work to resolve the issues
- Conduct cleaning of kiosk on each visit and check that branding and signage is correct, reporting any damage or hygiene issues to Logistics Supervisor
- Perform hardware and software upgrades as requested
- Understand engineer security levels and adhere to them
- Manage parts usage and returns of stock
- Comply with company security policies and procedures
- Respond to performance appraisals and concerns

### **What Would I Need to Succeed?**

- Sound technical understanding of ATM/vending type functions
- Mechanical / Computer background
- A willingness to learn new skills, adapt quickly to changing environments
- A positive can-do attitude regarding solving problems, be willing to work as a team and help other engineers in times of heavy workload

### **Working Hours**

- Night shift hours throughout London. The shifts are from 7pm to 7am with an hours break, working to a 2 days on and 2 days off schedule. Shifts are set two weeks in advance, and late notice changes can occur due to staff absences and flexibility around changes is appreciated.