

## About the role

This position is responsible for providing onsite service and support to customers. The postholder will act as a mobile field service engineer on assigned open tickets to resolve customer affecting technical issues in a timely fashion, to maintain maximum customer satisfaction. This relates to all technology including workstations, servers, printers, networks, and vendor specific hardware and software.

This role provides break-fix support 7 days a week (excluding Christmas Day) between the hours of 8am and 8pm, with occasional requirements for pre-agreed work to be carried out outside of these hours. This is based on a 4 on 4 off shift pattern. As this role includes working 8 of the bank holidays, the holiday entitlement is increased to 33 days (pro rata) over the standard 25 to compensate.

## Your key tasks and responsibilities will include:

- To diagnose and fault find a range of EPoS equipment at remote sites as directed by assigned tickets, fixing, and replacing hardware as required.
- Transporting hardware to and from customer locations as directed by assigned tickets.
- Working in collaboration with the KFP Helpdesk and clients to resolve tickets as required.
- Assist in the design and build of tools and equipment.
- Assist with the operation maintenance and repair of equipment.
- Practice and always comply with safety standards.
- Resolve systemic issues providing short, medium, and long-term solutions.
- Assist in the installation, maintenance, and general support of systems.

## About you

We are seeking an individual with previous experience in a similar role who is looking for a challenge in a busy and growing business. Proficiency in problem-solving and the ability to work independently with a strong attention to detail are crucial. Additionally, excellent communication skills and a customer-focused mindset are essential as our customers are our top priority.

Please note that possessing a full UK Driving Licence and being comfortable with driving long distances, as well as having previous experience with EPoS and other retail IT hardware, are requirements for this role.

## About us

We are retail. We specialise in providing in-store retail IT systems, services, solutions, project management & support platforms. With over 25 years of experience, we work with some of the biggest household brand names on the high street in the fashion & hospitality sectors, building close working long standing partnerships built on trust, expertise and a mind set to getting the job done.

Our mission is simple - to provide our clients with truly integrated IT solutions that make a real difference to their business, building long standing relationships so that we can

# Field Service (Break Fix) Engineer



fundamentally understand the needs of our clients. We are not a huge corporate company who may treat clients as an account number. We are neither a small one-man-band offering cheap services. What KFP offers is a perfect blend of experience, structure, and a practical approach to enable us to deliver the service that all our clients have come to expect - a professional service that gets the job done.

## **Why KFP?**

As well as a competitive salary of up to £30,000 per annum, we provide the following benefits:

- 33 days' holiday including bank holidays.
- Private healthcare (including access to the Bupa Blue app) for you and your dependents after a qualifying period.
- Company sick pay
- Life assurance
- Recruitment referral scheme (£500 for each successful referral you make).
- Reward and Recognition scheme.
- Excellent professional development opportunities.
- Regular team and company social events

These benefits are in addition to statutory benefits such as eye test vouchers and a workplace pension.