



Job Title	Generator Support Technician
Date Reviewed	July 2017
Responsible To	Service Operations Manager
Responsible For	None
Location	TBC

### Business Profile

AVK are the UK's leading provider of critical power systems and maintenance that guarantee your power. For 28 years we've been supplying UPS systems and standby diesel generators providing our clients with reliable back-up power solutions for their mission critical services & systems.

We are trusted by many of the UK's largest Data Centre operators, Finance & Banking providers and Telecommunications companies to design, install and maintain 100% power integrity by providing diesel generators, uninterruptible power systems, switchgear, protection relays and turnkey solutions.

AVK specialise in all aspects of the design, planning, implementation and on-going maintenance of critical power systems. We provide solutions for standard or bespoke applications, with UPS systems ranging in size from 1kVA to 800kVA to standby diesel generation ranging in size from 5kW up to 3MVA and covering all project sizes from £1k up to £30m. Our extensive and growing client base reflects our highly regarded reputation for both quality and service

### Role summary

The Generator Support Technician will work as part of service team supporting our customer and their projects. The successful candidate will be responsible for onsite support of our Generator Engineers. This role has responsibility for quality, process and the high standards our customers expect. Frequent travel to our Head Office in Berkshire, Northern office in Huddersfield and clients throughout the UK will be required.

### Responsibilities

1	Support the Generator Engineers and our sub-contractors with all onsite activity which include coolant and battery replacement, Load bank installations, Oil replacement and Generator overhaul works working with High Voltage and equipment.
2	Towing Loadbank equipment and towing fuel bowser
3	Sourcing parts and materials from Wholesalers as and when required
4	Maintain all onsite activities such as cleaning generators, spillages in accordance with Health & Safety guidelines.
5	Co-ordinate all stock levels at our Kent facility and the Head Office in Maidenhead ensuring adequate stock levels are maintained
6	Ensuring all materials are available on a daily basis as and when required.
7	Support designated customers' requirements, ensuring all services and requirements are delivered professionally and proactively



## Person specification

Key skills and knowledge	Desired/Essential
Knowledge of electrical generation equipment	Desirable
Knowledge of Diesel generators	Desirable
Towing licence	Desirable
Experience in stock management systems	Desirable
Experience working in high security environments	Desirable
Customer facing with excellent communication and relationship building skills	Essential
Full driving licence	Essential
Computer literate with Microsoft Office and excel	Essential
Willingness to work night time, weekends, night shifts	Essential