

# Job Description

## Technical Warehouse Electronics / Service Engineer



**Job Title:** Technical Warehouse Electronics/Service Engineer

**Department:** Live Technical Services

**Based:** Hartlebury

**Reporting to:** Technical Warehouse Manager

### PURPOSE

To implement, document and maintain a system for repair and service of Technical Warehouse equipment.

### PRINCIPLE DUTIES

- Plan and action inspection, maintenance and service of Technical Warehouse equipment, creating an annual service schedule for all technical equipment.
- Use our rental system to book equipment in and out of service and repair, updating the progression of repair and service as required; Inform Production Managers and Technical Warehouse Manager of any extensive repairs that may affect availability for upcoming projects.
- Research costs for necessary parts and service items.
- Liaise with third parties and manufacturers in conjunction with stock, spares and system upgrades
- Implement and control an ordering system for parts and service items.
- Keep an up to date list of suppliers, training providers and specific contacts.
- Inform the Technical Warehouse Manager of training courses and relevant testing equipment needed for specific service and repair procedures.
- Keeping the Technical Warehouse and surrounding areas tidy and clean.
- To maintain a positive attitude towards Health & Safety and comply with the Group policies.
- To represent, always, the reputation of DRP Group by maintaining a clean and tidy appearance and wearing company uniform as outlined in the company handbook.
- CPD – keep up to date with new and emerging design trends ensuring continuous innovation

This list is not exhaustive, and you will be expected to work flexibly and undertake other such duties as the management may from time to time reasonably require.

### EXPERIENCE

- Proven ability to deliver a high level of customer service to both internal and external customers
- Basic IT skills and networking knowledge
- Previous industry experience
- Working knowledge of audio/video/lighting systems

### SKILLS / CHARACTERISTICS

- Basic knowledge of Health & Safety
- Good understanding of electronics and testing at component level
- Self-motivated and able to work on own initiative, with an enthusiastic and flexible approach to work
- Organised and good housekeeping skills
- The ability to inspire confidence in those they work with
- Flexible approach to working hours
- Resourcefulness and ability to problem solve and trouble shoot
- Excellent eye for detail
- Approachable manner and ability to work under pressure

### OTHER REQUIREMENTS

- Current full UK driving licence
- Forklift truck licence

### DATA SECURITY

At all times you must work within the guidelines set out in the DRPG's Information Security Policy and your Employee Confidentiality Agreement. Failure to do so may be treated as gross misconduct.

### HEALTH AND SAFETY

At all times you must work within the guidelines set out in **DRPG's** Health & Safety Policy and Employee Manual.

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## FURTHER NOTES

The role will be based primarily in our Worcestershire head office and will require regular travel to other office locations. You will be expected to work flexibly and undertake other related commercial duties both in the UK and overseas as the company may from time to time reasonably require.

## THE COMPANY

Established in 1980, we're one of Europe's most experienced and largest fully integrated, award winning communications agencies. From the strategic communication consultancy to our complete in-house production facilities for digital media, video, events & print, we deliver to companies of all sizes that span a wide range of markets.

The **DRP Group** is an equal opportunities employer.