SYCOUS®

Interested in joining **Sycous?**

Service Engineer

Company	Sycous Limited	**Team**	Delivery
Date Posted	20/12/2022	**Mentor**	Field Service Manager
Start Date	ASAP	**Role Type**	Full Time/Permanent

Role Overview

The Service Engineer is responsible for undertaking a range of tasks including technical analysis, surveying, installation and technical project delivery of metering and data collection equipment.

This role will include supporting the Operational and Commercial teams in ensuring correct specification and continued project delivery regarding the technical aspect of all projects and systems.

This role will be predominately site based however occasional office-based working may be required, as a service engineer you will be client facing so regular client or consumer contact will be required.
For further information on Sycous and our product range of metering and data collection solutions, please visit www.sycous.com.

Sycous Limited is Registered in England and Wales. Company Number 08836039

Key Responsibilities

- Undertaking service works, which can be site-based works such as new build or retrofit or could be retro fit/new installation works for local authorities, some of the work may require overnight stays.
  And will include but is not limited to:
    - commissioning,
    - installation,
    - fault finding,
    - client training,
    - Installation and/or commissioning of metering/data/prepayment systems
    - Identification of project risks and taking necessary mitigation steps, where appropriate
    - Communication with clients and contractors to arrange the fulfilment of all aspects of the project
    - Supporting the achievement of performance targets for time, cost and quality
- Technical support and troubleshooting on:
    - Meter communication including:
        - Wired – M-Bus
        - Wireless – M-Bus
        - Pulse
    - Data Loggers including:
        - IP
        - GSM/GPRS
- Working knowledge of metering systems and associated networks including:
    - Electricity/PV
    - Gas
    - Heat
    - Hot Water
    - Cold Water
    - HIU's
- Able to complete job reports on tablet and mobile devices, together with accurately recording stock and other requested information.
- Management and responsibility for personal vehicle stock, consumables and equipment, ensuring you have the right tools and required stock to complete your work.
- Challenge the status quo with a clear commitment to Health and Safety and customer service.
- Undertake planned health and safety risk assessments to produce risk assessments and method statements, working with the relevant supervisor and Manager.

- Undertaking dynamic risk assessments prior and during undertaking any activity
- Completing in-depth metering and data collection reports for clients and internal use, including site visits, where appropriate.
- Supporting the relevant supervisor, Manager and Commercial Team to ensure the technical quality of various project deliverables, whilst understanding the wider risks associated with the work.
- Liaising with Clients and Suppliers to ensure effective project delivery.
- Raising major issues, sharing concerns, and reporting back on a project progress to the relevant supervisor and Manager on a regular basis
- Assisting in maintaining a positive working relationship with all Sycous clients

Other reasonable requests related to the delivery of Sycous products and services.

Competencies

- Heat network understanding including plant room systems, distribution mains and HIU's
- Metering/data system installation, troubleshooting and maintenance
- Prepayment system installation, troubleshooting and maintenance
- Clamp-on commercial metering for water and heating systems
- Installation and/or commissioning of meters and prepayment systems
- Basic electrical knowledge
- Basic mechanical knowledge
- Basic plumbing knowledge
- Desire to learn new products, processes, and solutions
- Client communication
- Contractor communication
- Organisation/self-starter
- Team player
- Driving license
- Patience
- Commercial awareness
- Risk assessment both planned and dynamic

Desirable

- Metering knowledge or interest
- Communications or network protocol knowledge
- Utility knowledge
- 18th Edition
- Hot water storage cylinders (G3)
- Manual Handling
- Working at height
- Basic 1st Aid

IT and the use of Microsoft software or equivalent

Future Progression

Future progression opportunities as company grows to cover more elements of the project provision across Sycous as senior project engineer or similar, including project/contract management.

Renumeration

All travel is paid at Normal Rate. Authorised overtime will be required from time-to-time, as required by the business need, including Bank Holidays and Weekends. Authorised Overtime is paid at x 1.25 outside of Monday-Friday 8am-6pm and x 1.5 on Saturday, Sunday, and Bank Holidays. This remuneration package will be reviewed on a regular basis.

Location

Reporting office: Leeds

Based: Home but will be required to regularly travel across the UK, with overnight stays required.

About Sycous

We are experts in supporting energy network operators with open protocol metering hardware, software, and services.

We have industry leading knowledge and expertise in open protocol metering and data collection equipment, a skilled team of engineers for installation and maintenance, and an unrivalled customer service team for client and consumer support.

We are also the developers of the UK's first cloud based, remote data collection administration software for use in the district heating and communal energy market.

We believe in a sustainable future with transparent and accessible data at the heart of it.

We champion both innovation and education, to help drive positive change in the world of metering and billing and help keep costs as low as possible for consumers.

sycous.com

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mysycous.com

SYCOUS® Mabdeck

sycous.com/solutions/mabdeck-software

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