



## **VACANCY**

### **Position: Service Engineer**

An exciting position has arisen within Audio Note UK Ltd. Undoubtedly “Music’s Finest Conductor”

Audio Note UK Ltd are the only company who can claim to manufacture the full end to end product line to ensure your listening experience is maximised.

We are looking to secure the services of an Service Engineer, experienced in the field of electronics and is looking to develop their skills in a challenging but rewarding environment.

As we are an audio company, experience in the audio industry is an advantage.

This is a permanent position which has come about due to the incumbent leaving the company.

Responsibilities are outlined as follows, but are not limited to :-

- Providing servicing/technical support/advice to distributors, dealers, and customers.
- Preparing Service advice and quotations for customers.
- Testing, upgrading, and servicing products.
- Performing fault diagnosis and repair, onsite and, where necessary, in the field.
- Hands on training of our distributors, dealers, and any appointed service technicians.
- Liaise with and provide technical support to other departments.
- Augment the Test Department with their workload, as required.
- Where necessary, aid the Sales & Marketing Department, on demonstrations/shows.
- Attend courses/training, as necessary, to perform your duties fully and expand your knowledge/service to the Company’s needs/requirements.
- Ongoing management of all product’s production and service records
- Compiling and monitoring and reporting of failures and faults, in and out of the field.
- Creation and ongoing management of test and service manuals.
- To gain an intimate knowledge of Audio Note’s products, components and philosophy in order to support the Sales Team.
- You will be required to train other members of the technical and production team, in areas where they are less experienced/qualified. Offering clear and concise advice/instructions.
- To keep yourself and your area/Department tidy and presentable.