

<b>Job Title:</b>	<b>Maintenance Technician</b>	<b>Salary:</b>	<b>£31198 + bonus + overtime</b>
<b>Location:</b>	<b>Elgin/Forres</b>	<b>Benefits:</b>	<ul style="list-style-type: none"> <li>• <b>31 Days Holiday per Year</b></li> <li>• <b>Industry-Leading Training</b></li> <li>• <b>Company Van with Option of Private Use – Fuel Paid For</b></li> <li>• <b>BUPA</b></li> <li>• <b>Company Pension Scheme with Employer Contributions</b></li> <li>• <b>Generous Life Assurance Scheme</b></li> <li>• <b>Best Available Tools, Equipment, PPE and Uniform are provided</b></li> <li>• <b>Door to Door - Paid from the minute you leave your door in the morning to the minute you return on an evening</b></li> <li>• <b>Work is planned around your home postcode</b></li> </ul>
<b>Hours:</b>	<b>43 hours per week</b> <b>Rostered pattern which includes one weekend in every five and providing service cover from 9am to 9pm.</b>	<b>Closing Date:</b>	<b>We are looking to fill this role as quickly as possible</b>

#### **Our vision:**

At Innserve, our vision is to 'Keep Britain Pouring' by consistently delighting our customers.

As the largest independent provider of technical services support to the UK drinks dispense industry, we're committed to delivering the highest standards of customer service and technical expertise to the more than 90,000 licensed and non-licensed premises that we support.

We're the leading company in the supply, installation, maintenance and servicing of drinks dispense equipment, and we're proud of our reputation for excellence.

#### **Role purpose/summary:**

You'll be one of around 450 Innserve Technicians who provide quality technical services for the installation and maintenance of drinks dispense equipment.

We provide cover from 09.00 – 21.00 so you'll be part of a rostered team which visit a wide range of customers who are experiencing problems with their drinks dispense equipment. It will be your role to fault find and complete the fix safely as quickly as possible.

### Key Accountabilities/Responsibilities:

- Accurately record all work completed including stock control and asset movement.
- Meet productivity performance levels to achieve service level agreements.
- Diagnose and fix faults in drinks dispense systems.
- Provide excellent customer experience at all times.

### Skills, knowledge & experience:

#### Must have:

- You will have a practical approach to work with experience in a technical or engineering role.
- You will be able to work with tools and enjoy problem solving technical issues.
- You will be determined to succeed, deliver a great customer experience.
- You will be flexible and able to work independently.
- You will have a full UK driving licence.

#### Preferable:

- Industry experience would also help and may reduce training time needed although comprehensive training will be given for those new to the industry.
- A technical apprenticeship or NVQ qualification would be an advantage but is not essential.