

Field Service Technician



Category: Manufacturing



Based in: Lancaster, UK



Line Manager: Manufacturing Director



Salary Range: £35,000

About Us

NanoSUN is a fast-growing start-up company that provides hydrogen fuelling equipment and green hydrogen fuel to the fuel cell industry. The company has built and sold small scale prototype equipment for hydrogen refuelling to multiple customers and segments. It has secured funding to commercialise small scale refuellers and develop a range of mobile hydrogen refuelling stations for trucks, buses & cars. Recently, NanoSUN completed its first large-scale refueller prototype and received €2.5 million in European Innovation Council funding to support development of this system, and subsequent field-trials. NanoSUN is an expanding company, with the current team made up of highly experienced industry experts coupled with graduate, PhD and post-doctoral engineers and scientists.

About the Role

The Field Service Technician at NanoSUN will be responsible for installation, commissioning, diagnosing, troubleshooting, maintaining, and repairing NanoSUN products and equipment, primarily at the customer or field trial location(s). This could involve working on heavy machinery, in factories or at industrial facilities. The role of a Field Service Technician provides technical guidance and is expected to maintain and continuously improve technical knowledge and proficiencies.

About You

Responsibilities:

- Repair and commission machine systems, sub-assemblies, and components
- Train customers on the proper equipment use and maintenance
- Complete reports and forms required with work assignments on time
- Communicate problems and solutions to supervisor and customers
- Utilize computer programs to effectively complete assignments
- Produce detailed service reports and document all maintenance to company standards

- Follow all company procedures/protocols, safety rules, and regulations when performing work duties
- Complete competency assessments as required
- Analyse customer complaints and identify solutions
- Support escalation of issues between Customer & Engineering
- Resolve technical issues via telephone or virtual communication platforms (i.e., MS Teams, Zoom, etc.) when in the office
- Provide periodic in-house support to NanoSUN manufacturing and engineering teams
- Cooperating with all NanoSUN functional technical teams and sharing information across the organisation
- Making appropriate recommendations and briefing on repairs, diagnostics and equipment specifications
- Present a positive and professional image
- Travel domestically and internationally as required
- Provide after-hours customer support as needed
- Generate service business opportunities within our projected industrial fielded product forecasts

Required Experience:

- Demonstrated, hands-on experience in high pressure gas systems (hydrogen experience preferred), low voltage equipment, electromechanical equipment repair, including the ability to read and interpret wiring diagrams, schematics, and fluid process diagrams.
- Working understanding of ATEX compliant systems
- Level 3 Award in the Requirements for Electrical Installations BS 7671:2018 (18th Edition)
- CompEx Ex1 to Ex4 (preferred/desired but not required)
- Familiarity of requirements for pressurised systems; PED, PSSR, TPED, and ADR
- Experience working directly with external customers in a field support role and be able to provide excellent customer service via various communication platforms
- Work well under pressure
- Able to work independently, with minor supervision
- Manage business travel arrangements efficiently
- Presentation skills required
- A structured, consistent process to documentation and following working procedures in a safe and efficient way
- General understanding of work safety procedures
- Familiar with basic Windows applications such as Outlook, Excel, PowerPoint, etc.
- Ability to use, repair and maintain machines and tools
- Attention to detail
- Good communication skills
- Problem-solving skills
- Ability to work well with others.

What we Offer

- Salary: £35,000 dependant on experience
- Pension Scheme
- 27.5 holiday plus bank holidays
- Flexible working
- Free on-site parking
- Opportunities for professional development
- Cycle to work scheme

How to Apply

To apply please email the following to abigail.cole@nanosun.co.uk stating the job title in the subject line.

- A full CV
- Current remuneration details
- Confirmation of your eligibility to work in the UK

We are an equal opportunities employer and welcome applications for all suitably qualified persons regardless of their race, sex, disability religion/belief, sexual orientation or age.