

ROLE PROFILE



Name		Role Title	On Boarding Engineer (International)		
Reporting To	Optimisation Manager	Reporting To This Function	OPERATIONS TEAM	Deputy	None
Role Purpose	<p>Supporting the successful on-boarding of FIDO technology with clients both in the UK and Overseas. This role is responsible for supporting field teams with the adoption of FIDO technology using various training methods and on-site support. This role will also be responsible for feeding back potential development ideas from the clients. In addition, the role will be expected to represent FIDO on trials of FIDO technology with the company's clients. The On-boarding engineer will provide technical support to the Optimisation manager. International experience is essential.</p>				

Key Responsibilities	
1. This role	<ul style="list-style-type: none"> (1) Provide Classroom training on FIDO technology (2) Provide on site training on FIDO technology and leakage detection principals. (3) Provide onsite, telephone and email support and skill development on FIDO technology (4) Conduct leakage detection and pinpointing to assist client's adoption of FIDO technology (5) Provide feedback to the development team on client issues with FIDO technology (6) Provide feedback on new ideas, client recommendations to the development team for future development of FIDO technology (7) Deliver trials of FIDO technology for the company's clients
2. Health and Safety	<ul style="list-style-type: none"> (1) Ensure PPE is checked regularly and recorded (2) Upkeep of vehicle (3) Checks of equipment and tools before use (4) Check Risk Assessments and Method Statements prior to commencing work (5) Comply with clients H&S policies and PPE requirements
3. Within the company	<ul style="list-style-type: none"> (1) Always maintain a professional attitude and appearance (2) Ensure all work is carried out within SLA metrics (3) To make sure all admin work both electronic and manual is completed in good order in good time (4) To maintain a vehicle in a roadworthy condition at all times so as not to affect work (5) To take on any reasonable requests made by management
4. Admin	<ul style="list-style-type: none"> (1) Monthly WRAP sheets sent to the office (2) Receipts for expenditure uploaded and retained (3) Personal expenses submitted on time (4) Job and Client notes uploaded in good time

KEY PERFORMANCE INDICATORS	
Objective	Measure
1. Carry out work as scheduled	SLA
2. All records retrievable and retained	STORM/ASANA
3. Training provided is of good quality and a high standard	Client Feedback form
4. Trials are delivered on time and to budget	Finance and project plan

COMPETENCY REQUIREMENTS TO COMPLETE JOB	
Skills	<ul style="list-style-type: none"> ➤ Highly experienced in Leak detection methodologies (required) ➤ Highly proficient in FIDO technology ➤ Ability to present to a wide range of audiences (required) ➤ Proficient in IT and interpretation and analysing of data ➤ Ability to complete Risk assessments ➤ Ability to self manage workload and schedule
Knowledge	<ul style="list-style-type: none"> ➤ Health and safety ➤ Experience of working on water networks outside of the UK (preferred) ➤ Understanding of the risk / impact of leakage activities ➤ Wide variety of leakage detection techniques and their application ➤ Road traffic regulations pertinent to job
Attitude	<ul style="list-style-type: none"> ➤ Thorough ➤ Open minded ➤ Willingness to complete workload ➤ Courteous
Training / Qualifications	<ul style="list-style-type: none"> ➤ Water hygiene (required) ➤ SHEA (preferred) ➤ Blue Water (preferred) ➤ Qualified in Roads and streetworks act ➤ Full driving licence (essential)
Experience	<ul style="list-style-type: none"> ➤ Minimum 2 years in similar role ➤ International experience (essential)