



## Senior Technician, Maintenance – Job Description

(Job Code and Level: MFGMAI003.1)

### **Definition:**

Ensures that facilities, layout and machinery used to produce new and existing materials and goods run to their maximum efficiency and output. This includes total preventative maintenance, managing breakdowns of mechanical, electrical and robotic equipment (including software programming). May include training and assessing of other technicians and apprentices.

### **Overall Purpose of the Role:**

Install, maintain, improve and repair equipment, plant, services and building installations to set levels effectively in compliance with best practices ensuring production efficiency can be met within a safe well-presented facility. Respond to technical issues affecting production and maintain electrical and mechanical services through Planned Preventative Maintenance (PPM). Responsible for multiple highly complex major projects requiring innovative original solutions where results are key to successful completion of major projects. Work mostly independently with minimal supervision and work is reviewed at project milestones and/or on completion by Senior Management.

### **Key Responsibilities:**

#### **General and Task Management**

- Attend breakdowns, identify fault and problem solve, with minimal downtime to production
- Carry out diagnosis of faults, the maintenance and repairs to all types of plant and equipment in a safe, timely and professional manner and return equipment to operational service
- Estimate length of time required to complete a job and likely consequences of failure to complete work within required timescales
- Identify and escalate any activity that has the potential to cause harm or damage
- Report breakdown root causes, equipment faults and concerns to management

- Ensure all work is undertaken to a high quality standard and adheres to all quality standard regulations
- Ensure company targets are met in respect of quality of parts produced
- Identify spares requirements and log usage
- Assist in the development of planned preventative maintenance (PPM) schedules
- Carry out PPM schedules as necessary and planned work orders as required and provide feedback to develop the system
- Assist with the moving, installation, repositioning of machines and equipment
- Make full use of the computerised maintenance management system
- Plan and prioritise workload to support production and ensure efficient use of working time
- Fill in job tickets/log completion of work on the computerised maintenance management system
- Operate Fork Lift Truck and lifting equipment
- Work within 5S (Sort, Set In Order, Shine, Standardize, Sustain) methodology to maintain workplace to a high standard
- Ensure all personal protective equipment is identified, always available, correctly used and all associated problems are reported to management
- Ensure all lost time, minor and trivial accidents are reported
- Promote environmental issues and ensure all company procedures are understood and followed
- Ensure a safe working environment exists for self and colleagues, ensuring all health, safety environmental and quality management procedures are followed and achieve the company's and departmental KPI targets
- Keep up with current and developing manufacturing and engineering trends regarding maintenance
- Undertake special projects as required
- Quality control of work by appropriate reviews
- Conduct benchmarking studies to determine best practices/designs and future trends
- Plan projects or subtasks so they may be tracked and presented
- Actively utilise continuous improvement methodology to progress the maintenance function
- Write reports and present progress at project meetings
- Achieve goals within budget
- Undertake continuous training and development
- Perform root cause analysis and resolve problems
- Independently determine approach and assigned tasks
- Understand and operate within basic cost/budget measures

### **People Management**

- Train and mentor apprentices and less experienced technicians
- Provide leadership and assistance to less experienced technicians and apprentices

- Support training needs of the department and provide expertise to apprentices and trainees
- Provide a communication point for the team and provide a proactive feedback process between the technicians and management
- Champion high team standards

### **Relationship Management**

- Assist visiting specialist engineers when necessary
- Work, liaise and utilise good effective communication with a range of internal departments, external suppliers, service providers and customers.
- Ensure that contractors are utilised in accordance with company procedures
- Attend various meetings and action/communicate instructions
- Act as first point of contact for production and help provide a proactive feedback process between maintenance and other departments

### **Self Management**

- Support, comply and ensure complicity with Health & Safety regulations, the Company Handbook, Quality and Environmental standards, and all other Company policies and procedures
- Embraces personal challenge
- Confident, rounded thinking
- Is self aware
- Is resilient, optimistic and open to change
- High levels of motivation and action orientated
- Engages interest and participation of others and has a collaborative approach to working together.
- Proactively contributes to the team

### **Skills and Attributes:**

- Exercise substantial initiative/judgement in work methods and interpreting goals
- Work independently and is reviewed infrequently with minimal supervision
- Self-supervising within the guidance and expectations of divisional management
- Ability to coach, counsel and manage people
- Excellent verbal and written communication skills
- Communicate with clarity and demonstrate excellence in approach to work and people activities
- Excellent organisation skills
- Excellent problem solving skills
- Ability to manage a wide variety of activities at the same time
- Ability to plan, analyse and challenge
- Able to work cross functionally and collaboratively with many stakeholders
- Solid understanding of all people related processes and procedures
- Financial acumen with ability to balance material usage

- Able to identify root cause of any losses
- Good understanding of customer expectations and deliverables with an awareness of the impact of failure/cost of poor quality

### **Qualifications and Experience Levels:**

- A Levels, ONC, City & Guilds level 3, BTec National Diploma Level 3, IVQ Technician Diploma, NVQ level 3
- Professional accreditation with an industry related body would be advantageous
- Completed a recognised indentured apprenticeship in facilities management
- Practical hands-on approach to problem solving
- Experience of leading and developing (multi-skilled) people
- Strong PC skills and experience of packages such as SAP (Standard Analyses: Purchasing Information System)
- Knowledge of lean manufacturing techniques and recognised QC tools
- Knowledge of Health & Safety legislation including ISO14001 and responsibilities
- Knowledge of Quality standard TS16949
- Experience of working with facilities management
- Mechanical, electrical, electronic or software background with a working knowledge of the other disciplines
- Substantial experience in a high volume manufacturing environment, preferably automotive
- Commercial understanding of the impact of failure/downtime on production and ultimately customer delivery

### **Example roles this job description may cover:**

- Senior Maintenance Engineer