**JOB DESCRIPTION**

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| **Job Title:** | Resident Technician |
| **Location:** | Site Based – Hachette Didcot |
| **Reporting to:** | LTS site manager |

**Purpose of the Role:**

The Resident Technician provides a broad based electrical, mechanical and software first line fix with a right first time mentality and a proactive approach to identifying ways to improve the site’s performance

It is based on a customer’s site and you will be required to assist in the covering of holidays and sickness.

Good communication skills are required to ensure that a professional relationship with the client is developed and maintained at all times.

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| **Key Responsibilities** |
| * Accountability and ownership to deliver the contracted KPI’s * Autonomous maintenance activities of the automated equipment on site including:   + Conveyor systems   + Shuttle systems, Shuttles, Tote Lift, Shuttle Transfer lift   + Stacking and De-Stacking machinary   + Carton systems, Carton maker, Film insertion, Cutting and Lidding machinary   + Scanner and labelling systems   + Document insertion * Support the automation to operate at its maximum efficiency ensuring that the customers’ orders are not missed * Complete all reports in line with the contract and KPI’s using all warehouse control systems including:   + SCADA   + WCS   + CMMS   + Microsoft systems   + Basic IT skills * Comply to all current, future health and safety legislation at all times * Continually improve the performance of the equipment and how you work * Actively work with the customer to optimise the automation performance * Support the site manager with planned preventive maintenance stratgey setting * Work with a right first time mind-set at all times * Be operationally minded with all decisions * Support any automation breakdowns and escalations * Actively seek root cause when remedying any breakdowns * Ensure all Spares are audited, replaced and correctly monitored |
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| **Key Requirements** | **Essential/Desirable** |
| Minimum NVQ Level 2 / City and Guilds in an engineering discipline with some IT skills, office and hardware. | E |
| Can demonstrate experience or a keen interest in engineering and or IT through previous roles / experience and hobbies. | E |
| Able to work flexible shift patterns inclusive some Saturday working but no nights. | E |
| Familiar with basic hand tools such as spanners, screwdrivers, Allen keys | E |
| Excellent communication skills and customer focus | E |
| Ability to work in a time critical environment | E |

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| **Relationships** | |
| **Internal**  **TGW Account Managers Resident Engineers**  **LTS site manager** | **External**  **TGW Clients TGW Suppliers**  **3RD party suppliers** |
| **Reporting Lines** | |
| ***LTS SITE MANAGER***    ***Resident Technician*** | |