

Job Specification: **Service Engineer**
Reports to: **Operations Manager**
Date Updated: **30th April 2021**
Page: **1 of 2**

Job Specification

Light Fantastic Production Services Ltd provide high quality lighting, audio, video and scenic solutions to the live events industry. Our clients rely on us to deliver bespoke production solutions to a wide range of prestige live events across the UK & Europe.

An opportunity has arisen for an enthusiastic individual to join our team based in Borehamwood, Hertfordshire in the role of Service Engineer. In this role you will assist with the maintenance of our extensive stock of professional lighting, audio and video equipment. Your work will be essential to the delivery of a wide range of high profile live events.

In the role you will assess equipment requiring repair, conduct diagnostic testing, identify faults and undertake electrical, electronic and mechanical repairs. You will conduct pro-active and re-active maintenance to ensure equipment uptime and availability. You will also support our project teams, providing technical advice on the creation of a wide range of bespoke solutions to solve project challenges.

You will ideally have an electronic engineering qualification from a recognised establishment along with strong practical electrical, mechanical and tool skills. The role requires excellent problem solving capability and the ability to work to fixed deadlines. You must be highly organised, meticulous in your work and computer literate. A background in the entertainment industry will be highly beneficial. Excellent interpersonal skills will be essential along with a good sense of humour!

Due to the nature of the live events industry working hours will be flexible and will include occasional evening and weekend work. You may occasionally be required to provide on-site support where required. A full driving license will be extremely beneficial.

This is a great opportunity for the right candidate to join a friendly and passionate team that thrives on a challenge. We'll reward you with a generous salary, opportunities for personal growth and a fun working environment with a group of people who care.

To apply, please send a CV to careers@lfps.co.uk along with a covering letter telling us what sets you apart from the crowd.

Continued over...

Job Specification: **Service Engineer**
Reports to: **Operations Manager**
Date Updated: **30th April 2021**
Page: **2 of 2**

Job Specification

Responsibilities

- Manage workshop & repair projects to maximise equipment uptime
- Triage equipment repairs and undertake initial assessments following fault reports
- Investigate faults and undertake electrical & mechanical repairs
- Order spare parts and components as required
- Escalate repairs which cannot be undertaken in-house and liaise with manufacturers / other contractors as necessary
- Document repairs and manage quarantined items using our rental management software to maintain accurate asset tracking

- Undertake proactive maintenance of electro-mechanical items
- Undertake PAT testing in line with company procedures
- Support the Project Management team with the development of bespoke lighting, audio, video, IT and electronics solutions to suit project requirements
- Provide technical support to internal stakeholders
- Provide technical guidance and training with regard to basic equipment maintenance and repairs
- Adopt a creative approach to problem solving and adapt and react to changing circumstances at speed

- Maintain the Technical Workshop in a clean & orderly fashion
- Maintain stocks of spare parts and components and order replacements where appropriate
- Operate within all LPFS protocols and procedures
- Promote safe working practices throughout all areas of company operations
- Adopt a positive, can-do attitude to all challenges
- Act as an ambassador for the company at all times
- Undertake any other tasks as reasonably requested