

Job Title: Service & Maintenance Engineer

Reports To: Head of Service & Maintenance

Employment Type: Permanent, Full-time

Location: South/West Wales and Bristol/Somerset

Salary: Competitive

About the Role

We are seeking a skilled and dedicated Service & Maintenance Engineer to join our growing team. This role is focused on the routine servicing, preventative maintenance, fault diagnosis, repair and minor quoted works of fire and security systems across a range of commercial and industrial sites.

You will ensure systems remain fully operational, compliant with relevant British Standards and legislation, and continue to meet client requirements throughout their lifecycle. We value strong technical ability, a proactive approach to problem-solving, and a commitment to safety and customer service.

We are an equal opportunities employer and welcome applications from all suitably qualified candidates.

Key Responsibilities

- Carry out planned preventative maintenance, servicing, and reactive repairs on fire and security systems, including Fire Detection, CCTV, Access Control, and Intruder Alarms
- Diagnose system faults and carry out efficient repairs to minimise downtime and disruption for clients
- Test, inspect, and verify system performance to ensure ongoing compliance with British Standards and manufacturer requirements
- Complete routine system testing, inspections, and minor system modifications where required
- Liaise with clients to explain findings, provide technical advice, and carry out remedial works or system improvements
- Accurately complete service reports, maintenance records, certificates, and compliance documentation

- Work closely with service coordinators, project managers, and internal teams to plan and prioritise workloads
- Ensure full compliance with Health & Safety requirements on site, including PPE, RAMS, and safe systems of work
- Maintain tools, test equipment, and the company vehicle to a high standard
- Support and mentor trainees and junior engineers where required
- Participate in on call rota

Skills & Experience

Essential:

- Minimum of 2 years' experience servicing and maintaining fire and security systems, including Fire Detection, CCTV, Access Control, and Intruder Alarms
- Strong technical knowledge of relevant standards, including BS 5839, BS EN 50132, BS EN 50133, and BS EN 50131
- Excellent fault-finding and diagnostic skills
- Good understanding of networking and IP-based systems
- Strong communication skills for dealing with clients, colleagues, and other trades
- Full UK driving licence
- Ability to pass Full Security Vetting (NPPV2 Full)

Desirable:

- Industry-recognised fire and security qualifications (e.g. FIA Units, manufacturer training)
- Experience with a range of manufacturers' equipment (e.g. Advanced, Hikvision, Paxton, Texecom, Galaxy, Orisec)
- IPAF and/or PASMA certification

Salary & Benefits

- Competitive salary (dependent on experience)
- Overtime and on-call allowances
- Company vehicle, fuel card, uniform and specified tools provided (personal use of vehicle optional with declaration)
- Pension scheme
- Opportunities for professional growth and development, including access to an onsite demonstration facility
- A collaborative and inclusive working environment
- Free membership to our Health Club (located adjacent to our office)
- 23 days annual leave plus bank holidays, **plus a minimum additional 3-day allocation for the Christmas shutdown**
- Free access to our Employee Assistance Programme