



HQ TBS ENGINEERING LTD
Hurricane Road, Gloucester Business Park,
Brockworth, Gloucester. GL3 4AQ

Job Description

Position: Aftermarket Service Technician Mexico – Level 3

Responsible to: Global Service Manager - Aftermarket

Two vacancies, one based out of Celaya, the other Monterrey, Mexico.

Job requires ability to travel domestic and internationally. Must hold valid passport and visa when required.

Job Description:

Guidance and training will be given to achieve knowledge and capability in the following:

- Providing technical support and troubleshooting for TBS Engineering's range of battery assembly equipment.
- Setting and testing of TBS Engineering's full range of Battery Assembly equipment.
- Extensive travel within Mexico including weekend work & travel where required.
- Some International travel to customer factories
 - Professional skills and technical training will periodically be required in Gloucester, UK.
 - Assisting with installs or commissioning in the US or South America as necessary
- Regular service trips to survey TBS equipment, assess machinery health and feedback areas for recommended maintenance.
- Identify inefficiencies in machine operation and recommend solutions to optimise customer equipment.
- Some Installation and Commissioning of TBS Engineering's range of capital battery assembly equipment.
- Ensuring customer satisfaction with TBS equipment and customer sign off on commissioning completion.
- Training of customer's personnel, at various levels, at both TBS locations and customer's overseas premises.
- Provide training, coaching and mentoring to other members of the TBS global team.
- Promotion of TBS spare parts and machine upgrades.
- Keep up to date expense claims and to uphold TBS expenses policy.
- Report writing to update project progress, action items and suggest recommendations for improvement during all visits.
- Maintaining high levels of professionalism and exceptional customer service while liaising with internal and external shareholders such as Sales, Production, Engineering and the Customer.
- Develop effective relationships with all internal and external stakeholder, customers and suppliers to ensure best outcomes for TBS.
- To ensure that all relevant machine documentation is always completed accurately.
- To identify opportunities for process, productivity and quality improvements by highlighting issues to management.
- To actively participate in improvement projects as required.
- To adhere to and always apply all workplace management and rules consistently.
- Embrace the values of TBS Engineering & Berkshire Hathaway and live these by example, consistent with corporate policies/procedures and legal obligations, both in the UK and overseas.
- Ensure that all Company policies and procedures are adhered to within operations area including Berkshire Hathaway's ethical policies.

You may also be required to undertake additional tasks or duties from time to time and which are reasonably within your capabilities.

Person Specification:

- Must have completed a recognised Engineering Apprenticeship. ONC or HNC in Engineering would be advantage or over 5 years experience in the Lead Acid Battery assembly industry
- Mechanically based skillset with a proven track record of mechanical assembly and fault diagnosis.
- Good understanding of electrical control circuits.
- Good understanding of PLC Machine controls.
- Able to use measuring equipment such as Micrometre and Vernier callipers with an attention to detail.
- Able to read and interpret mechanical assembly drawings.
- Able to read and interpret pneumatic drawings and circuits. Fault find pneumatic circuits to component level.
- Able to write concise informative reports and offer solutions to problems.

- Proactive work ethic to plan and complete assigned tasks in a timely manner.
- Self-motivated and enthusiastic and able to communicate at all levels.
- Must hold a valid passport and be willing to travel internationally and be very flexible in terms of working hours and travel.
- Comply with the latest vaccinations, inoculations and blood tests for foreign travel.