



TBS Engineering Ltd
Hurricane Road, Gloucester Business
Park, Brockworth, Gloucester, GL3 4AQ UK

E: sales@tbsengineering.co.uk
T: +44 1242 229628
www.tbseng.co.uk

Job Description

Position: Aftermarket Service Technician Monterrey, Mexico – Level 3

Responsible to: Global Service Manager - Aftermarket

Job requires the ability to travel domestically and internationally. Must hold a valid passport and obtain a visa when required.

Job Description:

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

Technical Responsibilities:

- Provide technical support and troubleshooting for TBS Engineering's range of battery assembly equipment.
- Set up and test TBS Engineering's full range of battery assembly equipment.
- Conduct regular service trips to survey TBS equipment, assess machinery health, and recommend maintenance improvements.
- Identify inefficiencies in machine operation and recommend solutions to optimize customer equipment.
- Perform some installation and commissioning of TBS Engineering's capital battery assembly equipment.
- Ensure customer satisfaction with TBS equipment and obtain customer sign-off upon commissioning completion.

Travel Requirements:

- Extensive travel within Mexico, including weekends when required.
- Some international travel to customer factories, including:
 - Periodic professional skills and technical training in Gloucester, UK.
 - Assistance with installs or commissioning in the US or South America as necessary.

Training & Support:

- Train customer personnel at various levels, both at TBS locations and customer premises overseas.
- Provide training, coaching, and mentoring to other members of the TBS global team.
- Promote TBS spare parts and machine upgrades.



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Reporting & Compliance:

- Maintain up-to-date expense claims in adherence to the TBS expenses policy.
- Write reports to update project progress, action items, and recommendations for improvement during all visits.
- Maintain high levels of professionalism and exceptional customer service while liaising with internal and external stakeholders, including Sales, Production, Engineering, and Customers.
- Develop effective relationships with all internal and external stakeholders, customers, and suppliers to ensure optimal outcomes for TBS.
- Ensure that all relevant machine documentation is always completed accurately.
- Identify opportunities for process, productivity, and quality improvements by highlighting issues to management.
- Actively participate in improvement projects as required.
- Adhere to and apply all workplace management and rules consistently.
- Embrace the values of TBS Engineering & Berkshire Hathaway and exemplify them in compliance with corporate policies, procedures, and legal obligations, both in the UK and overseas.
- Ensure that all company policies and procedures are followed, including Berkshire Hathaway's ethical policies.

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

Person Specification:

- Must have completed a recognized Engineering Apprenticeship. ONC or HNC in Engineering would be an advantage or over five years of experience in the Lead Acid Battery assembly industry.
- Mechanically based skill set with a proven track record of mechanical assembly and fault diagnosis.
- Good understanding of electrical control circuits.
- Good understanding of PLC machine controls.
- Ability to use measuring equipment such as micrometers and vernier calipers with attention to detail.
- Ability to read and interpret mechanical assembly drawings.



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- Ability to read and interpret pneumatic drawings and circuits and diagnose faults down to the component level.
- Ability 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, enthusiastic, and able to communicate at all levels.
- Must hold a valid passport and be willing to travel internationally with flexibility in terms of working hours and travel requirements.
- Comply with the latest vaccinations, inoculations, and blood tests required for foreign travel.