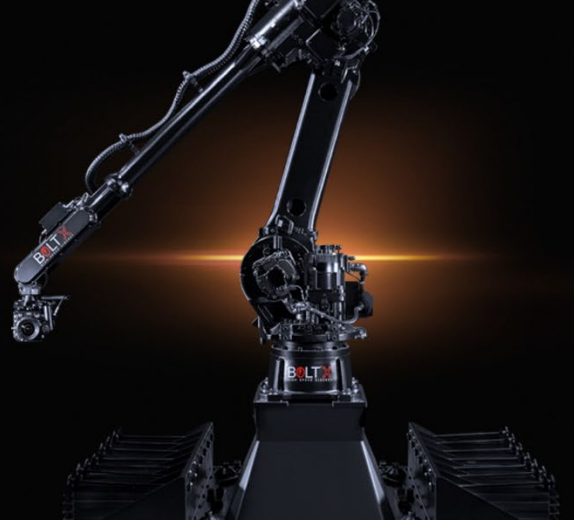


Mark Roberts Motion Control

Service Engineer



Location	Blindley Heath, Surrey, RH7 6JP
Reporting To	Qual Delivery Manager
Contract Type	Permanent, Full Time
Salary	Depending on Experience

THE ROLE

An experienced **Service Engineer** is required to join the Qual division of Mark Roberts Motion Control – an award-winning company in Robotic Camera and Motion Control equipment.

The **Service Engineer** role is focused on customer support for pre-sales and after-sales and is responsible for ensuring the Company's equipment is serviced to the highest standard, whether in-house or on-site.

This role will see some travel, carrying out service visits, and operating the Service Telephone Helpline and in some instances, installations and client training on a range of motion control equipment, the latter being both on and off-site.

MAIN RESPONSIBILITIES AND TASKS

Pre-sales support

- Assist with the installation, set up and execution of both MRMC and 3rd party equipment for demos, tests, trade shows etc. both on and off-site.
- Provide service and product feature feedback via regular reports.
- Ensure the MRMC product technical drawings are accurate and up to date, including wiring diagrams and other documentation for special projects.
- Support to R&D and production for development and documentation of new products.
- Define and develop the tools and test equipment required to provide the best quality customer technical support and servicing.
- Ensure the MRMC product user manuals and quick start guides are accurate and up to date.
- Wire, assemble and test special projects.
- Receives mechanical parts/ sub-assemblies from Departments 10 and 11A.
- Assembles and wires prototypes for R&D.
- Create/ correct BOMs for unfinished jobs and correct MOs to match.
- Program and test PCBs using checklists from Qual division, modifying the checklist if needed.

Post-sales support

- System/ product preparation and testing of sales equipment.
- Collaboration with R&D and production departments to ensure high quality and accurate product and system diagrams and schematics are produced.
- Customer support for MHC and Polychat systems.
- Servicing of both client and rental equipment, both in MRMC and on site.

- Test and qualifications of MRMC systems.
- Maintenance of Quality Assurance Test and Checklist (QUATL).

SKILLS AND EXPERIENCE REQUIRED

Education	– Qualified in electro-mechanical engineering (or similar relevant qualification)
Professional Skills	<ul style="list-style-type: none"> – Experience in electro-mechanical equipment – Good Wiring skills – The ability to read and work from schematic diagrams – Fault finding, fixing and testing current robotics equipment from pan/ tilt roll to large motion control robots. – Excellent attention to detail – Excellent IT skills
Personal Skills	<ul style="list-style-type: none"> – The ability to remain calm under pressure – Stamina and physical fitness – A proactive and results-focused approach to work – Good spoken and written English and people skills – Flexibility and ability/willingness to travel when required

THE COMPANY - MARK ROBERTS MOTION CONTROL

We are a robotics company doing some serious hardware and software engineering. By robots we mean 6+ axis robotic arms, large multi axis rigs and 2-3 Axis camera platforms. Our products are used globally in Broadcast studios, Stadiums, Movie Sets and Photography studios to capture motion and stills.

MRMC has been at the front of its field for over 50 years. Starting off from a family business, we are currently a medium sized business thriving and growing bigger every year. MRMC is a Nikon Group Company.

WHAT WE OFFER

Our success is only possible because of the team effort from everyone and we recognise the individual input of each person throughout our design and manufacturing process at MRMC.

Benefits:

- Flexitime
- Private Medical Insurance, for you and your family
- Dental, Optical and Audiological Cashback Plans, for you and your family
- Electric Car Lease Schemes
- Cycle to Work Scheme
- Workplace Nursery Scheme
- Discretionary Bonus Scheme
- Generous holiday entitlement
- Nikon staff discounts
- Training and Development Opportunities
- Ample parking

MRMC receives a large number of applications and we are not always able to provide individual feedback on your application. If you don't hear from us within 15 working days from the date you have applied, it means the application didn't meet minimum requirements

to go onto the next stage of recruitment. We value your time and interest in MRMC and encourage you to re-apply if your circumstances change or you find another role with us that is more suitable to your skills and experience.

If you apply online for a position with Mark Roberts Motion Control, we will use the information you provide to assist in the recruitment and selection process. Information provided on the application form and CV will be retained in all cases in electronic format cases and/or hard copy for as long as is required for the purposes of: the administration of your application, consideration for roles in the future, forming the basis of your employment records, if your application is successful, discharging any legal or regulatory requirements. Mark Roberts Motion Control will process your personal data in accordance with our Privacy Policy which can be found on our web-site. If you need more information on how long your data is kept for, which varies, depending on a stage of recruitment you've gone through, please contact us and we will provide relevant information.

By submitting your application/CV online you are confirming you have read and accept the above and you are giving your consent to MRMC to process your personal and sensitive personal data for the purposes explained above.