

KENSA HEAT PUMPS LIMITED

JOB DESCRIPTION

Job Title: Technical Support and Commissioning Engineer

Workbase: Bishops Court Gardens, Bishop Court Lane, Clyst St Mary Exeter EX5 1DH

Responsible to: Director of Sales

Responsible for: Nil

Environment:

Kensa Heat Pumps, part of the Kensa Group, is the clear market leader in the rapidly expanding ground source heat pumps sector and is well-positioned to grow dramatically as subsidy and regulation combine to drive the uptake in low carbon heating systems. Ground source heat pumps take the place of fossil fuel boilers and deliver heat and hot water to all types of residential and commercial buildings. An ever-increasing awareness of the need to combat climate change is encouraging Government to introduce policies that will underpin the rapid growth. With a 40% market share, Kensa is already the dominant supplier and has well-developed plans to further strengthen its position and lead efforts to ensure ground source heat pumps quickly become a mainstream technology.

Main Purpose of Job:

- To complete final commissioning of Kensa Heat Pump products remotely with onsite installers. To provide first class technical support to new and existing clients across the UK.
- Assisting the sales team to compile detailed proposals, using existing templates and ensuring and accurately prepared solution to the client.
- Provide ongoing training to the sales staff and other customer facing teams or individuals. Carry out heat loss design calculations to meet BS EN 12831
- Assist with bespoke plant room schematic drawings & ground array design layouts Assist in developing design tools in order to troubleshoot issues.
- Assist Technical Manager with other support initiatives including site visits and a busy training schedule.

Duties and Responsibilities:

1. To remotely Commission heat pump with on-site installers;
2. To provide technical support including:
 - a. Designing and specifying heat pump and accessories for individual projects;
 - b. To liaise and support sales team with complex domestic and commercial applications;
3. To design schematics for heat pump systems for on-site installers;
4. To design and size header pipe and ground array layouts including slinky and straight pipe installations;
5. To liaise with installers to ensure their understanding of our preferred schematic drawings;

6. To run bespoke in-house training courses to develop new installers;
7. To oversee Kensa's MCS umbrella scheme and advise on compliance requirements;
8. To liaise and collate evidence of MCS compliance from installers.
9. To work cooperatively and provide support as required for all companies in the Kensa Group.
10. To undertake training and assist in training other member of staff as required.
11. To be a positive ambassador of Kensa at all times.
12. To work at all times in accordance with the Health & Safety at Work Act 1974 and to follow all company procedures and guidelines which assist this. Whilst working at external sites comply with all on site health and safety procedures and guidelines applicable to that site.
13. To work at all times in accordance with the company's Dignity & Diversity Policy.
14. To undertake such other duties as may be required within the general scope of the job.

Key Behaviours and Skills

1. To build a comprehensive knowledge of Kensa products and to keep updated with changes in product design and application.
2. To have a thorough and methodical approach to gathering data from various sources.
3. To have excellent knowledge of Excel, working confidently with various spreadsheets and undertaking data entry.
4. Competent with Autocad or other similar drawing software.
5. To have an excellent understanding of typical heating schematics including heat pump integration.
6. Ability to manipulate data and interrogate utilising formulas.
7. To be reliable, punctual and structure their own schedules to meet deadlines.
8. Good communication skills are vital, including presenting to various audiences.
9. Proactive approach to project management.
10. Ability to communicate both technical and commercial elements of the GSHP proposal.
11. Provide compelling arguments for the use of GSHP's in both new build and retrofit applications.
12. To manage workload and prioritise responses accordingly.

Package and Benefits:

- Annual salary of £25,000 - £35,000 depending on qualifications and experience.
- 28 days holiday (including bank holidays) rising progressively to 33 days after 5 years' service.
- You will also partake in the company performance related pay plan scheme.

Other:

This job description may be subject to change, in consultation with the postholder, in response to new circumstances.