

JOB DESCRIPTION:

Smart Home Engineer

The Role

We are looking for someone with a passion for technology to join our growing team in a split role that involves both commissioning ongoing high-end residential projects, whilst supporting our existing client base and dealing with service requests. We're looking for someone with experience in high-end smart home technology systems, who can handle themselves on site and present well working in some of the most prestigious homes in the world.

- **Office Address** - 145b Walton Road, East Molesey KT8 0DU
- **Times** - Monday to Friday 7.30am - 4.30pm with 1x hour lunch break
- **Job Type** - Full-time
- **Salary** - £30-40k, based on experience

Commissioning Responsibilities:

- Programming & setup of all Equippd systems, both off-site at our Workshop and onsite
- Wired and wireless network deployment
- Rack building and pre-programming of equipment prior to shipping to site
- Working with the PM / Project Lead to provide full client handovers and training sessions
- When onsite, working with the installation team to fully setup and commission all systems
- When required, working with the installation team

Service Responsibilities:

- Communicating with clients who have raised support tickets and planning, actioning and closing all tickets during working hours in line with Equippd's support process.
- Attending completed projects to carry out service visits and support calls
- Creating service reports
- Working with our PMs to plan system health checks and then carry these out with the installation team

Required system experience:

- Control systems: Crestron Home, Control4 (**essential**)
- Network: Cisco, Ruckus, UniFi, Araknis (**essential**)
- Lighting & HVAC: Lutron & Polarbear Zentium (**not essential**)
- Video / Audio: NVX, NAX, Wyrestorm NHD (**not essential**)

The benefits being part of team Equippd:

- Company laptop and phone
- Company card for expenses
- Use of company vehicle + fuel card
- Cheap technology for your home
- 28 days holiday + Xmas bonus days (1-3) and your birthday off
- Private medical insurance inc. annual cash-back on dental / optical after passing probation
- Eligibility to become an Equippd Partner after three years
- Opportunity to develop, grow and learn new skills via company funded training

Optional benefits:

Upgrade-Commission Scheme:

- On service visits: any equipment upgrade that you sell to our existing customers (i.e not active projects) we will provide you with 25% cash-back for every sale made
 - EXAMPLE: you convince the client to upgrade to 1x Control4 Halo (£725 +VAT)
 - The Company makes £367
 - You make 25% of this = £91.75

Out-of-Hours Support, 4-weeks on, 8 weeks off:

- £400 base fee, includes remote support for clients (4.30pm to 10pm)
- Out-of-hours call out @ double time overtime, includes travel (must be pre-approved)



- Extra £75 per day for Christmas Day / Boxing Day & NYD

We want to find people who believe in our goals and feel inspired enough to grow while they're here to fill the role. We encourage you to apply with your cover letter and CV and show us what you've got.

