



Where Talent meets Opportunity: Join our Team

Job Title: Installation Engineer
Location: Midlands and South
Hours: 40hrs per week

PEACE OF MIND
SINCE
1972

Company Overview:

At Pointer, we don't just offer jobs—we build careers. With over 50 years of excellence in electronic security and fire detection, we are a dynamic, values-driven company that thrives on passion, respect, integrity, delivery, and expertise. Our mission is to build a robust, resilient, sustainable, and successful business that supports our customers and colleagues through good times and bad.

Our 200-strong team across the UK is the heart of our success, contributing to our £24 million annual revenue and delivering outstanding service to some of the UK's top blue-chip companies. Many of our colleagues have grown with us, thanks to our well-established apprenticeship program and a culture that nurtures long-term career development.

What sets us apart? Our people-first approach. We foster an environment where every individual is valued, supported, and empowered to succeed. As an Investors in People Gold-accredited employer, we are committed to achieving Platinum status, ensuring our people have the tools, training, and opportunities to thrive.

At Pointer, you'll be more than just a colleague —you'll be part of a team that delivers with expertise, acts with integrity, and shares a passion for making a difference. If you're looking for a place to grow, innovate, and be valued, we'd love to hear from you.

Job Summary:

As an Installation Engineer at Pointer Ltd, you will be responsible for delivering high-quality installations of IP CCTV, Intruder, Access Control, and PIDS systems within substation environments. Your role will involve working collaboratively with specialist sub-contractors, maintaining strong client relationships, and ensuring the seamless delivery of projects. You will provide regular project reports, complete documentation accurately and on time, and work closely with security teams to identify and develop joint Fire & Security opportunities. The ideal candidate will have a proactive approach, excellent communication skills, and a commitment to ensuring the highest standards of work and customer satisfaction. This role will require a flexible, hands-on attitude, and an ability to work effectively both independently and as part of a team.

Key Responsibilities:

- Perform high-quality installations of IP CCTV, Intruder, Access Control, and PIDS systems within substation environments, ensuring compliance with all safety and technical standards.
- Collaborate effectively with specialist sub-contractor resources to ensure seamless project execution and high standards of work.
- Liaise directly with clients when required, attending site meetings to provide updates and address any concerns or requests.
- Foster and maintain strong customer relationships, ensuring satisfaction and trust throughout the installation process and beyond.
- Provide regular, detailed project progress reports to your Supervisor, highlighting key milestones, challenges, and solutions.
- Ensure the accurate and timely completion of all required documentation, maintaining clarity and compliance with company standards.
- Work closely with security teams to identify and develop joint Fire & Security opportunities, contributing to cross-departmental growth.
- Undertake any other duties or tasks as directed by the Senior Management Team to support business goals and operational needs.

Qualifications and Skills:

- Extensive experience in the installation and maintenance of security systems, particularly in access control, IP CCTV, and Fire systems.

- Proficient in installing systems such as IDS (Galaxy), IP CCTV, Fire systems, and Access Control equipment.
 - IDS – Galaxy, Pyronix, Texecom.
 - Access Control – NEDAP, Paxton and PAC.
 - IP CCTV – AXIS, PELCO, BOSCH and HANWHA.
 - VMS – Geutebreuk, Milestone, Cortech and Indigo Vision.
 - Intercoms – Zenitel, Commend and BPT.
 - PIDS – South West Microwave, Geoquip and Gallagher.
- Ability to plan and install additional equipment and user facilities to company and industry standards.
- Strong attention to detail in completing all service-related documentation accurately and on time, including service call sheets, on-site record cards, and timesheets.
- Excellent communication skills, with the ability to engage customers and maintain positive relationships.
- Strong problem-solving abilities, with a proactive and resilient attitude in challenging situations.
- Customer-centric approach, focused on delivering end-to-end project ownership and ensuring customer satisfaction.
- Current, full driving license.
- A team player, able to collaborate effectively with colleagues and clients.
- Passionate about continuous improvement and driven to stay updated on industry advancements.
- Committed to being an ambassador for the Pointer brand and adhering to company values.

Experience:

- A minimum of 3-5 years of experience in the installation and maintenance of access control, IP CCTV, and fire systems in various commercial and industrial settings.
- Hands-on experience with IDS – Galaxy, NEDAP, Paxton, AXIS, PELCO, and other listed equipment is preferred.
- Proven track record in maintaining and installing security systems to company and industry standards.
- 1-2 years of experience in direct client engagement and project management, including attending meetings and managing installations.
- At least 2 years of experience in completing and submitting relevant documentation on time.

Personal Attributes:

The ideal candidate for this role is a proactive, reliable, and customer-focused professional who thrives in a dynamic and fast-paced environment. With a keen eye for detail, you'll approach each task with precision, ensuring high-quality installations and exceptional service delivery. Your ability to collaborate effectively with colleagues and clients will allow you to build strong, long-lasting relationships while maintaining a focus on both individual and team success. You are adaptable, resourceful, and always eager to learn, continuously seeking opportunities for improvement and development. As an ambassador for the company, you will represent the brand with professionalism and integrity, contributing to a positive and solution-driven work environment. Additionally, your excellent communication skills will ensure clear and consistent updates to both clients and internal teams.

What Makes You a Great Fit?

- Extensive experience installing security systems such as CCTV, Access Control, and Intruder Systems.
- Strong understanding of industry standards and commitment to maintaining high-quality installations.
- Excellent problem-solving skills, able to troubleshoot and resolve technical issues effectively.
- Skilled at working with various systems like IDS, Access Control, and IP CCTV.

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- Proficient in completing accurate documentation, including service-related paperwork and reports.
 - Strong communication skills, able to liaise with clients and team members effectively.
 - Proactive approach, always looking for ways to improve service and customer satisfaction.
 - Able to work independently as well as collaborate with a team of specialists.
 - Strong attention to detail and able to work efficiently under pressure.
 - Must be eligible to work in the UK.
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Benefits:

At Pointer, we don't just offer a job—we offer a rewarding career with benefits that support your growth, well-being, and work-life balance. Here's what you can look forward to:

Financial Security & Rewards

- Competitive salary with an annual review
- Company pension to help secure your future
- Employee referral scheme—recommend great people and get rewarded

Work-Life Balance & Flexibility

- Generous holiday allowance to recharge and unwind
- Flexible working options* to fit your lifestyle

Structured Career Growth & Development

- Career progression opportunities—we invest in your future
- Bi-annual career mentoring
- Training & professional membership support* to help you develop your skills

Health & Well-being

- Life assurance for peace of mind
- Access to private GP services—because your health matters
- Annual flu jab to keep you feeling your best

Exclusive Employee Perks

- Employee discount scheme—save on top brands
- Company car* for eligible roles

*Some benefits are role-dependent.

Equal Opportunities Statement:

Pointer is an equal opportunity employer and values diversity. We welcome applicants from all backgrounds.

How to Apply:

Please send your CV to megan.mcinnnes@pointer.co.uk, alongside a cover letter of 500 words as to why you feel you would be a good fit to join our team.