



Where Talent meets Opportunity: Join our Team

Job Title: Service 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:

Pointer Ltd. are seeking a highly motivated and skilled Service Engineer to join our team. In this role, you will be responsible for inspecting, maintaining, and installing a wide range of security systems, including intruder alarms, fire alarms, CCTV, and access control systems. You will manage your workload efficiently, diagnose and repair faults, and ensure all work is completed in accordance with company standards and industry regulations. Excellent customer service is at the heart of this role, and you will be expected to deliver expert advice while maintaining a professional and approachable demeanour. You will also participate in a standby and call-out rota to respond promptly to urgent service needs. This is an exciting opportunity to work in a fast-paced, dynamic environment with the chance to make a real impact on system reliability and customer satisfaction.

Key Responsibilities:

- Inspect, maintain, and install intruder alarms, fire alarms, CCTV, and access control systems to ensure optimal performance and security.
- Manage your own workload efficiently, prioritising tasks to meet service and installation deadlines.
- Diagnose faults, repair issues, and replace components as necessary to ensure systems operate reliably and efficiently.
- Complete all necessary documentation promptly and accurately, ensuring adherence to company policies and industry regulations.
- Keep your vehicle fully stocked with essential tools and materials, ensuring maximum efficiency on-site.
- Provide exceptional customer service, offering expert advice and support while maintaining a professional, approachable demeanour.
- Actively participate in the standby and call-out rota, responding quickly and effectively to urgent service requests.
- Continuously seek to improve service delivery, identifying opportunities for enhancing customer satisfaction and operational efficiency.

Qualifications and Skills:

- Relevant qualification or equivalent experience in the electrical or security industry.
- Full, current driving license.
- Proven experience in a service environment, particularly in security systems.
- Extensive experience with access control and IP CCTV systems.

- Strong knowledge of installing and maintaining security systems, including IDS – Galaxy, IP CCTV, Fire Alarm Systems, and Access Control Systems.
 - Excellent problem-solving skills and the ability to work independently.
 - Exceptional communication and interpersonal skills, with the ability to engage customers and colleagues effectively.
 - Customer-focused with a commitment to end-to-end project ownership.
 - In-depth knowledge of current products and technologies within the security industry.
 - Strong attention to detail, ensuring accuracy in all tasks.
 - Proactive, resilient, and able to work effectively as part of a team.
 - Self-motivated with a responsible, "can-do" attitude.
 - An ambassador for the Pointer brand and a strong advocate of company values.
 - Curious and driven to continually improve personal skills and processes.
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Experience:

- Candidates should have at least 3 years of experience in the security or electrical industry, with a strong focus on the installation, maintenance, and servicing of access control, CCTV, and fire alarm systems.
 - Experience with IDS – Galaxy, IP CCTV, and other security technologies is highly preferred.
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Personal Attributes:

The ideal candidate will be a proactive, reliable, and customer-focused professional with a strong attention to detail. You will be able to manage your workload independently, ensuring all tasks are completed efficiently and to the highest standards. A natural problem solver, you thrive in dynamic environments and remain calm under pressure. Your excellent communication skills enable you to build and maintain positive relationships with both clients and colleagues. You are adaptable and committed to continuous improvement, always seeking new ways to enhance your skills and contribute to the success of the team. A true ambassador for the Pointer brand, you embody our values and approach every task with integrity and professionalism.

What Makes You a Great Fit?

- Strong technical expertise in installing and maintaining security systems, including intruder alarms, fire alarms, CCTV, and access control.
 - Ability to manage and prioritize a busy workload, meeting deadlines and service requirements.
 - Excellent problem-solving skills with the ability to diagnose and resolve issues efficiently.
 - Highly customer-focused, always delivering exceptional service and fostering positive relationships.
 - Proven ability to work independently and as part of a team to achieve operational success.
 - Reliable and adaptable, with a commitment to continuous improvement.
 - Strong communication skills, both with clients and internal teams.
 - 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.