

WARRANTY & AFTERSALES SITE ENGINEER

Wilson Power Solutions are a leading manufacturer and supplier of electrical power distribution equipment and pioneers of ultra-low loss amorphous transformer technology. Our flagship product saves money, saves energy, cuts carbon and offers an innovative solution to the worldwide challenge of reducing energy wastage.

We are looking for a Warranty and Aftersales Site Engineer to provide urgent, on call warranty and aftersales support for distribution & power transformers across the UK and Europe. This includes responding at short notice to client faults, oil leaks, operational issues and emergency requests, as well as carrying out fault investigation, rectification works and preparing detailed technical reports. The role will also involve some lone working and will require flexibility to support other Site Services tasks when not attending call outs.

What's expected of you:

- Respond to warranty and aftersales issues on distribution and power transformers at short notice. Carry out detailed investigation and diagnosis of transformer faults, oil leaks and operational issues.
- Perform rectification works such as gasket replacement, sealing of flanged joints, bushing checks, accessory replacement and mechanical adjustments.
- Complete all paperwork including job sheets, fault reports, RAMS, photographs and service documentation.
- Communicate findings and updates effectively to internal teams, customers & supervisors.
- Participate in an on call rota to support urgent and emergency call outs.
- Travel frequently across the UK and Europe for site based reactive work.
- Work independently on sites when required in accordance with lone working procedures.
- When not attending call outs, support wider Site Services tasks including SOP preparation, audits, shop floor work and planned site jobs.
- Assist with general duties related to distribution and power transformers.
- Carry out quality checks, health & safety audits and site inspections as required.
- To follow all reasonable requests by Management and Supervisors, to include duties not specified in this job description.
- Input and compliance with Continuous Improvement, Quality and Health and Safety.

Warranty & Aftersales Mechanical Tasks:

- Identifying and locating transformer oil leaks
- Replacing gaskets, seals, O rings and breathers linked to leak rectification
- Resealing and torque checking all flanged joints to prevent recurrence of leaks
- Replacing or refitting radiators, conservators and cooling system components
- Inspecting and refitting bushings (HV and LV) where leak or fault conditions exist
- Removing, repairing and reinstalling marshalling boxes as part of fault rectification
- Installing and replacing fans, pumps and cooling system accessories as part of urgent repairs
- Mechanical adjustments, bracket repairs and tightening/realigning components following faults
- Torque checking of mechanical fasteners to specification after repairs or inspections

Warranty & Aftersales Electrical Tasks

- Continuity checks and fault checking wiring within marshalling boxes and terminal blocks
- Inspecting, installing or replacing control devices (OTI, WTI, PRD, MOG, relays)
- Performing electrical isolation, continuity checks & component identification during fault finding
- Supporting IR (Megger) testing and HV Withstand (VLF) testing during investigations
- Conducting functional checks on alarms, trips and relays to identify cause of failure
- Ensuring grounding and bonding of all metallic components following repairs

Testing Support (as required)

- Assisting with IR (Insulation Resistance) testing using a Megger
- Assisting with HV Withstand test operations
- Assisting with functional checks of:
 - Buchholz relay
 - PRD
 - MOG
 - Air bag relay
 - Oil surge relay
 - Fans and cooling system controls
- Gathering testing evidence for use in fault reports

Fault Investigation & Reporting

- Conducting detailed on site fault finding on distribution and power transformers
- Inspecting physical condition, wiring, accessories and oil system components
- Capturing photographic evidence, measurements, readings and witness information
- Completing accurate, timely fault reports documenting findings and recommended actions
- Contributing to root cause analysis and warranty case documentation
- Communicating investigation outcomes clearly to internal teams and clients

Maintenance & Refurbishment

- Draining and refilling transformer oil as part of leak rectification or repair
- Replacing gaskets, seals, silica gel breathers and monitoring devices
- Cleaning, inspecting and preparing internal/external components following faults
- Replacing or upgrading accessories (e.g., OTI/WTI, relays, pressure devices)
- Collecting oil samples for dissolved gas analysis (DGA)
- Re torquing and recommissioning transformers after service work

Site Readiness & Safety

- Setting up safe work zones and barriers prior to repairs or investigations
- Using lifting and rigging equipment safely during disassembly or component removal
- Maintaining a clean, controlled and organised work area
- Adhering to site-specific RAMS (Risk Assessments and Method Statements)
- Following lone working rules and dynamic risk assessments where needed
- Reporting hazards, faults or near misses to supervisors
- Ensuring safe handling and storage of oil, tools and testing equipment

Skills, Knowledge & Experience:

- Experience and competence of working on site with distribution and power transformers and associated packages is essential
- Hands on experience of working within a mechanical/electrical engineering environment is essential
- The ability to understand mechanical and schematic drawings is essential
- Apprentice trained or a Mechanical/Electrical qualification is essential
- Experience of Health & Safety and conducting risk assessments is essential
- ECS accreditation is essential
- Full UK driving licence is essential
- Transformer full testing experience is desirable
- You will have good written and verbal communication skills, with the ability to liaise with customers and resolve issues in a proactive and positive manner
- Strong trouble shooting skills
- Excellent attention to detail
- You will be flexible and adaptable and be prepared to attend site at short notice which may be outside your normal working hours
- Experience of working collaboratively with other operations personnel with the ability to train and enhance your work colleagues' skills.
- Ideally experience of working within a continuous improvement environment
- Ideally have up to date training on Overhead Crane/Slinging Lifting certification
- Ideally have a FLT licence
- Ideally IPAF certification

Salary and benefits:

- Salary negotiable
- Profit related bonus scheme (paid qtrly)
- 25 days holiday per year plus 8 bank holidays
- 3 x salary death in service
- Employee Assistance Programme
- Cash plan towards day to day healthcare and wellbeing
- 4 weeks full pay paternity/maternity leave
- Pension
- Parking on site
- EV Scheme

Applications: Please email your CV to hr@wilsonpowersolutions.co.uk stating your current salary.