



Norfolk Truck and van have an opportunity for a Service and Maintenance Technician Apprentice to join their team based in Felixstowe.

Level 3 Heavy Vehicle Service and Maintenance Technician

[Heavy vehicle service and maintenance technician / Institute for Apprenticeships and Technical Education](#)

Maintenance Technician apprentice job description

- In the workshop: Assisting qualified technicians in routine work, learning on the job whilst being guided by senior members of staff, learning the basics in vehicle maintenance, repairs, and diagnostics, always using appropriate PPE, responsible team player, and good housekeeping and practice.
- Communication: Assisting parts in identifying parts needed, assisting Service in building estimates for repairs, understanding the importance of clear information, and building good relationships with colleagues and customers.
- On the Job Learning: Learning how to correctly do manufacturers paperwork and completing paperwork, learning how each vehicle works and what parts do what, learning and understanding health and safety procedures, and attending college & successfully completing course.

Working hours

Monday-Friday 8.30am – 5.pm with 30 mins for lunch (40 hours a week)

Including apprenticeship 20% off the job training or day release to college

A heavy vehicle service and maintenance technician will demonstrate a knowledge and understanding of the following:

- The fundamentals of HV technologies e.g. HV chassis design, engine, fuels, transmissions, electrical (12/24v), air-conditioning, hydraulic and air braking, air suspension systems etc.
- The types and associated characteristics of HV and their configurations and applications.
- Diagnosing principles and logical problem solving techniques related to HV.
- Sufficient H&S knowledge and environmental awareness to carry out the work safely.
- Operators "O" Licence requirements relating to HVs.
- How to service, inspect and maintain vehicles and trailers to the expected standards and the importance of safety inspection and maintenance schedules to meet Operator's (O) licence and legal obligations.
- Customer expectations and implications of work carried out.
- The need to be reliable, flexible, diligent and good timekeeper.
- How the business works from an operational perspective and demonstrate commercial and financial awareness in the HV industry.
- Complex problem solving techniques.
- The requirements of providing roadside assistance.

The competency to achieve the following skills in the workplace:

- Carry out the basic tasks with tools and equipment common to all procedures involving basic mechanical and electrical procedures related to HV.
- The ability to keep updated with emerging new technologies within the HV industry.
- Contribute to the maintenance of a safe and efficient workshop and adhere to the company and legislative processes.
- Access specific and related HV technical information appropriately.
- The ability to service, inspect and maintain HVs and trailers to meet company, Driver and vehicle standards agency (DVSA) and manufacturers' standards.
- Use a range of diagnostic and electrical measuring equipment to identify faults and underlying causes on HV's.
- Successfully inspect and prepare vehicles and trailers to meet DVSA standards prescribed in the tester's manual.
- Carry out final quality checks before handover to the customer without supervision.
- Apply advanced diagnostic principles and logical/problem solving techniques and regimes.
- Maintain records to company and operators' licence obligations and regulation.

- To be able to communicate effectively in both oral and written mediums both internally and with customers on a range of topics that will support, HV inspection and diagnosing techniques.

Required behaviours to achieve the following in the workplace:

- Behave in accordance with the values of the company they work for whether manufacturer or independent to treat customers and stakeholders with courtesy and respond quickly to their requirements to ensure an excellent experience.
- Operate effectively as a team member taking ownership and responsibility when required and be honest and accountable in all activities when things do not go as planned.
- To work at continuous development of both self, team and processes.

Reward:

We understand that passion and commitment work both ways. Therefore, we reward our staff with:

- Full training and support to complete the **Level 3 Heavy Vehicle Service and Maintenance Technician Apprenticeship**
- Salary £5.50 upward per hour, this is dependent on applicant and will be agreed at job offer
- Staff Uniform ?
- 28 days holiday (including Bank Holidays)
- Pension Scheme
- Free hot and cold drinks and a free lunch when on shift
- Free parking