

**Position:** Service Engineer

**Location:** Northampton, UK

Blackstar are recruiting for a unique position within our Service Department, a dream role for a guitar player who possesses an academic or commercial background in electronics, who is passionate about guitars and audio gear. The successful candidate would be joining our respected service team and you will play a key role in supporting our customers on a daily basis.

**The company:**

Launched in 2007, Blackstar is an internationally recognised and respected guitar amplification company. We are a company of musicians who are truly passionate about what we do and understand the importance of great tone.

Blackstar is based in Northampton, with over 50 years' combined experience in guitar amplification design and production. Our team pioneer change in the industry and have a strong commitment to driving transformational innovation in all of our products. Blackstar products are the best in the world for design, technology and performance – we are setting the standards for the industry norms.

**The role:**

Blackstar are looking to appoint a Service Engineer to join our established business on a full-time basis. This is a very diverse position, but you will primarily be tasked with providing a first-class customer support and repairs service to Blackstar's Distributors, dealers and end users.

**The duties and responsibilities will include, but are not limited to:**

- Hands-on repair to component level of all Blackstar products to meet pre-defined performance targets.
- Provide technical support to engineers in the field.
- Implement new work flows and instructions as required providing reports on departmental performance (KPIs).
- Ensure that the Blackstar service database is completed and up to date at all times.
- Maintain Blackstar's Service FTP site.
- Oversee the efficient logistics of all returned products.
- Management of the stock and logistics of spares and consumable parts.
- Shipment of spares.
- Liaising with UK dealers and end users on technical queries and service/repair issues.
- Liaise with Quality & Approvals Assistant on all relevant technical and quality issues.
- Liaise with UK Area Sales Manager on service and warranty issues as required.

**You will also be involved with:**

- Overseeing the repair, servicing and dispatch of Blackstar loan stock.
- Contribute to the Blackstar management team with pro-active suggestions and new ideas.
- Implement and maintain 5S procedures.
- KPI reporting as applicable to role.
- Support HSE tasks and maintenance of a safe place of work as required with first aider/ fire marshall duties.
- AQL Testing of each new delivery into UK Market and reporting any issues found.

**The ideally sought candidate will possess the following:**

- Minimum HNC in electronics or associated engineering subject or 5 years' experience of electronic service and repair of consumer audio equipment.

- A demonstrable aptitude for electronics repair and will have been interested in guitar amps, consumer electronics and circuitry in a previous role.
- Will have worked in commercial electronics environment in a similar role for a minimum of 5 years, with experience of talking to end users in both written and verbal form.

**The below skills would be beneficial, however not essential:**

- Knowledge of valve-based audio equipment
- An interest in musical instrument and audio technology A guitar player
- Working within a KPI (Key Performance Indicator) structure.
- Culturally aware.
- Patient and clear thinking.
- Mature and methodical.
- Familiar with all aspects of guitar amplifier design and manufacture, and will be able to apply their extensive knowledge in a commercial environment

**The Person fit:**

- Excellent verbal and written communication skills.
- Excellent numerical and analytical skills.
- Highly organised.
- A structured approach.
- Able to communicate at all levels and environments.
- Diplomatic, assertive and confident.
- Team player.
- Ability to prioritise well.
- Excellent customer focus.

**The Environment:**

Blackstar is a unique environment; we are all musicians and the dress code is very relaxed. Our teams are experts in their field and we are incredibly passionate about our products and the industry as a whole.

Most of our staff have worked in the industry for a long time and we are looking for candidates who wish to grow with the company and share in our current and future success.

Office hours are 8:00am to 5:00pm Monday to Friday, with a willingness to work extra hours as and when required to achieve project deliverables to schedule.

If you share our passion, approach your work with pride, are driven by innovation, want to be the best and help to grow our global brand to its highest potential - we would love to hear from you.

Please apply with an up-to-date CV for an immediate response. We are looking to hold interviews ASAP, for which an initial telephone conversation would be the first step.