



Centiel UK – Technical Services Manager

About us

Centiel SA is a Swiss technology company that designs, manufactures, and delivers industry-leading power protection solutions for critical infrastructure. Our range of class-leading, high-efficiency UPS systems provides maximum availability and reliability and has been developed by the innovators of the first transformerless UPS and the world's first three-phase modular UPS.

In the UK, Centiel is represented by its UK subsidiary, specialising in the design, specification, installation, commissioning, and ongoing maintenance of uninterruptible power supply systems and critical power solutions.

Headquartered in Switzerland, Centiel combines Swiss engineering expertise with a global network of partners and subsidiaries. This enables Centiel UK to offer advanced UPS solutions, expert local support, and high-quality service to customers across the UK.

Who we are looking for

We are looking for a proactive and highly skilled Technical Services Manager with strong experience in UPS systems, critical power infrastructure, field service support, commissioning, troubleshooting, and technical training.

In this role, you will act as a key technical reference point for Centiel UK, supporting service engineers, project teams, sales colleagues, approved subcontractors, and customers in the resolution of complex technical issues and in the continuous improvement of our service delivery.

You will combine strong hands-on technical competence with customer-facing skills, structured problem-solving, and the ability to communicate clearly with both technical and non-technical stakeholders.

This is not a junior position. We are looking for a mid- to senior-level profile with solid UPS experience, the ability to work autonomously, and the capability to act as a technical bridge between Centiel UK, Centiel SA, internal teams, subcontractors, and customers.

Scope of the role

This position is accountable for providing advanced technical support across the full range of Centiel UPS systems and associated critical power infrastructure.

The Technical Services Manager will support UPS field service operations, projects, sales, approved subcontractors, and customers, ensuring a high standard of technical excellence, safety, customer satisfaction, and service quality.

The role acts as a central point of contact for complex technical matters, fault resolution, product support, technical documentation, and training. It also plays a key role in strengthening the technical information flow between Centiel UK and Centiel SA.

Contract details

- Workplace: Hybrid position, combining office-based and remote working, with regular travel throughout the UK
- Reporting to: Technical Operations Director
- Permanent full-time employment
- Start date: TBD

Responsibilities

Technical support and field service

- Provide advanced technical support to customers, service engineers, project teams, sales colleagues, and approved subcontractors.
- Support complex fault investigations, troubleshooting, site acceptance testing, commissioning activities, and technical site meetings.
- Take ownership of technical enquiries, customer fault calls, and investigations, coordinating activities through to successful resolution.
- Respond promptly, professionally, and effectively to requests for technical assistance and support.
- Ensure customer technical enquiries are handled accurately and within agreed response times.
- Carry out workshop-based diagnostics, investigations, repairs, and testing of returned equipment.

Product knowledge and technical interface

- Develop and maintain comprehensive knowledge of the full range of Centiel SA products, including legacy systems and relevant third-party equipment.
- Maintain a detailed understanding of all equipment covered under service and maintenance contracts.
- Act as the primary technical liaison between Centiel UK and Centiel SA, managing the flow of technical information and reviewing documentation issued by the factory.
- Support the introduction of new products, technical updates, service procedures, and product-related improvements within the UK organisation.

Training and knowledge transfer

- Identify, manage, and deliver technical training programmes for UPS service engineers, project engineers, sales personnel, and approved Centiel subcontractors.
- Deliver UPS service engineer and customer product training, both in classroom environments and on customer sites.
- Promote technical best practice and ensure knowledge is shared clearly and consistently across the organisation.

Customer, service and project support

- Build, develop, and maintain strong customer relationships, ensuring a consistently high level of support and customer satisfaction.
- Provide high-quality pre-sales and post-sales technical support to customers and to the Service, Projects, and Sales teams.
- Undertake customer and site visits to support field service activities, project delivery, training, and technical investigations.
- Work closely with the Service Manager and Projects Manager to support the availability of spare parts required for emergency repairs and first-line maintenance activities.

Quality, safety and continuous improvement

- Conduct root cause analysis activities and support the implementation of corrective and preventive actions to improve product reliability and service delivery.
- Prepare and maintain technical and safety documentation, including service bulletins, work instructions, risk assessments, safety method statements, root cause analysis reports, and incident investigation reports.
- Promote best practices in safety, quality, and customer service across all areas of responsibility.
- Contribute to continuous improvement by identifying recurring technical issues, service gaps, documentation needs, and training opportunities.

Candidate profile

Qualifications, skills and experience

- Minimum of five years' experience working with uninterruptible power supply systems, with a high level of technical competence in installation, maintenance, fault diagnosis, commissioning support, and system operation.
- Technical qualification in Electrical or Electronic Engineering, such as HNC, HND, degree, or equivalent industry-recognised certification.
- Strong technical knowledge of UPS systems, electrical power distribution, batteries, monitoring systems, and associated critical power infrastructure.
- Good knowledge of relevant UK electrical standards and industry practices, including BS 7671 / IET Wiring Regulations.
- Knowledge of UPS standards, including the BS EN IEC 62040 series, and associated guidance such as HTMs, EN 50171, and BS 9999, is desirable.
- Experience with battery technologies and monitoring systems, including BMS, BACS, UPS communications, interfacing, and networking solutions.
- Proven ability to analyse complex technical issues, identify root causes, and implement effective corrective actions within an electrical or electronic engineering environment.
- Excellent troubleshooting and problem-solving skills, with a methodical and logical approach to fault investigation and resolution.
- Strong written and verbal communication skills, with the ability to convey technical information clearly to both technical and non-technical audiences.
- Ability to work independently, prioritise workload effectively, and manage multiple tasks within a fast-paced environment.
- Proficient in Microsoft Office applications, including Excel, Word, Outlook, and Teams, with good numerical, reporting, and documentation skills.
- Full UK driving licence and willingness to travel throughout the UK as required.
- Right to work in the UK.

Skills and competencies

- Strong analytical and problem-solving mindset with attention to technical detail.
- Hands-on, pragmatic, and solution-oriented approach.
- Ability to work methodically in field, workshop, and customer-site environments.
- Clear and structured communication with customers, engineers, subcontractors, and internal stakeholders.
- Strong customer-first attitude and service orientation.
- Ability to collaborate effectively with Service, Projects, Sales, and Centiel SA technical teams.
- Structured and autonomous approach to technical support, documentation, and follow-up.
- Proactive, curious, and improvement-driven attitude.
- Ability to remain calm and effective under pressure, especially during complex technical escalations.

Company values & behavioural competencies

At Centiel, our values guide both our decisions and our daily behaviour.

They define who we are and how we act — shaping the way we work together, serve our customers, and drive innovation.

- **Safety, integrity, respect, teamwork** – act with honesty and care for people and the environment.
- **Own it – act with urgency** – take responsibility, make things happen, and deliver with commitment.
- **Foster a customer-first mindset** – listen, anticipate needs, and create lasting value through service excellence.
- **Lead by example – drive continuous improvement** – challenge the status quo and share knowledge to grow together.
- **Think big and execute** – combine ambition and discipline to turn ideas into tangible results.

Every Centiel employee is expected to embody these values through proactive problem-solving, transparent collaboration, and a continuous desire to learn, improve, and contribute positively to our culture and brand.

Expected results in the first 6–12 months

- Develop a strong understanding of the full Centiel UPS product range, including legacy systems and relevant third-party equipment under service contracts.
- Provide effective technical support to field service operations, projects, sales teams, subcontractors, and customers.
- Support the resolution of complex technical issues through structured troubleshooting, root cause analysis, and corrective actions.
- Contribute to the development and delivery of technical training for UPS service engineers, project engineers, sales personnel, and approved subcontractors.
- Improve the quality and consistency of technical documentation, including service bulletins, work instructions, risk assessments, safety method statements, RCA reports, and incident investigation reports.
- Strengthen the technical information flow between Centiel UK and Centiel SA.
- Build trusted working relationships with customers, internal teams, subcontractors, and the Swiss headquarters.

What we offer

- Competitive salary package aligned with the responsibilities of the role.
- Hybrid working arrangement, combining office-based and remote working.
- Autonomy and trust in carrying out technical responsibilities.
- Opportunity to work with advanced UPS technology and critical power solutions.
- Technical training and development within an international engineering-driven company.
- Dynamic, open, and collaborative work environment.
- Regular interaction with Centiel SA and the wider Centiel network.
- Opportunity to contribute directly to service quality, customer satisfaction, and continuous improvement across Centiel UK.

How to apply

If you identify with this role and are interested in joining a growing, engineering-driven company, please send your application, indicating "**Technical Services Manager**" in the subject line, to:

stephen.west@uk.centiel.com