

Field Service Engineer – IT Hardware

Location: Home-based, with travel to customer sites throughout the UK

Contract: Fixed term – initially 12 months

Salary: £24,000 - £34,000 depending on experience and location.

The role

Osborne Technologies Ltd is seeking a practical and self-motivated Field Service Engineer to provide on-site warranty repair services for a range of IT equipment.

Working from home and travelling directly to customer locations, you will diagnose hardware faults and complete repairs to laptops, Chromebooks, ultra-small-form-factor PCs and similar equipment. Repairs will range from the replacement of common components, such as memory, SSDs and batteries, through to more involved work including screen, keyboard and mainboard replacements.

This is a hands-on role requiring a high level of practical ability, attention to detail and confidence working independently at customer sites. Previous experience in IT hardware repair, field service or a similar technical role would be highly advantageous. However, applications may also be considered from candidates with strong practical electronics or mechanical skills and the ability to learn quickly.

Key responsibilities

- Travelling to customer sites throughout the UK to complete scheduled warranty repairs.
- Diagnosing hardware faults and confirming the appropriate repair action.
- Replacing laptop, Chromebook, PC and other IT hardware components.
- Completing more complex repairs, including display panel, keyboard and mainboard replacement.
- Testing repaired equipment to confirm that it is operating correctly.
- Managing replacement parts, tools and other equipment carried in the service vehicle.
- Accurately recording work completed, parts used and the outcome of each visit.
- Communicating professionally with customers and providing clear updates while on site.
- Working with our service coordination and technical teams to resolve faults and complete visits within the required timescales.
- Following manufacturer procedures, health and safety requirements and customer site policies.

About you

The successful candidate will ideally have:

- Experience repairing laptops, Chromebooks, desktop PCs or similar IT equipment.
- Strong practical and fault-finding skills.
- Confidence replacing delicate and complex components, including screens and mainboards.
- The ability to follow technical instructions and manufacturer repair procedures accurately.
- A methodical approach and excellent attention to detail.
- Good communication and customer service skills.
- The ability to organise your workload and work effectively without direct supervision.
- A full, clean UK driving licence.
- Willingness to travel extensively, including longer-distance journeys and occasional overnight stays where required.
- Confidence using service management systems or mobile applications to receive jobs and record completed work.

Experience in a field service, warranty repair, IT support or break/fix role would be particularly beneficial. Relevant technical qualifications are desirable but are not essential where suitable practical experience can be demonstrated.

As the role may involve working in schools and other sensitive customer environments, the successful candidate will be required to undergo appropriate pre-employment screening, which may include a DBS check.

What we provide

- A company vehicle or vehicle allowance, depending on the agreed employment package.
- Specialist tools and equipment required for the role.
- Manufacturer and product-specific training.
- Technical support from our experienced in-house team.
- Private healthcare
- Employee assistance and wellbeing programme
- Staff perks, points and discount scheme

Contract information

This position is being created to support a new service contract and any offer of employment will therefore be conditional upon Osborne Technologies Ltd successfully entering into that contract.

The position will initially be offered on a 12-month fixed-term basis. The underlying service contract may be renewed annually, potentially providing an opportunity for the role to be extended. Any extension of employment would be subject to renewal of the service contract, continuing operational requirements and confirmation by Osborne Technologies Ltd. Renewal beyond the initial fixed term cannot be guaranteed.

About Osborne Technologies

Osborne Technologies Ltd is a UK technology company providing innovative products, technical services and support to organisations throughout the UK. We pride ourselves on delivering a professional, responsive service and on the technical ability and customer-focused approach of our team.

To apply, please submit your CV together with a brief covering statement outlining your relevant technical and field service experience to: recruitment@osbornetechnologies.co.uk