

A day in the life of a service technician



Andy Baker is one of Endress+Hauser's field service engineers who support customers on site with tasks such as calibration, commissioning and repair. As designated key workers, Andy and the rest of the team have kept production lines operating throughout the pandemic. He explains what a typical day is like – and how his routine has been affected by Covid-19.

Being responsive

I often wake up in a hotel room. Home is Weston-super-Mare, but I cover much of the southern region so much of the time I stay close to site. All service technicians have their own area, we get to know our customers well and because we're close, we can be much more responsive. I'll get to site between 8.00 and 8.30. Punctuality and professionalism are important to me, I make sure I arrive on time with the correct paperwork and tooling.



Flexible and open

I mainly undertake pressure, temperature, flow, level and analytical calibrations as well as commissioning and repair jobs. Two or three weeks before a site visit, I'll go through the equipment list, complete the risk assessments and method statements and discuss my plan with the customer. It's important to open communication ready for the visit. I have to be flexible and work around the customers' processes to avoid unnecessary downtime. If it's not convenient for me to work in production that day, I might calibrate the critical spares in stores, for example. I'm familiar with the sites and the equipment, and I've built up good relationships with them, so they trust me to get on with the job.

Regular audits

This week I'm attending a large service contract we have with Saputo Dairy in Davidstow, which consists of monthly visits and support for a large shutdown once a year. My regular tasks involve calibrating devices in production, maintaining instruments at the water processing facility and calibrating critical spare stock. I also help with installed base audits and asset management. When you have hundreds of instruments it can be difficult to keep track, so it's important to carry out regular audits to keep on top of things. During the annual shutdown, a team of engineers will be on site for seven days and we'll aim to calibrate 200+ devices. I'm grateful for the support of some very experienced colleagues.



Supporting sites

Covid has undoubtedly had an impact on my day-to-day work, but all Endress+Hauser's service engineers have been able to carry on visiting sites throughout the pandemic. Customers' plants are still operating, so we need to support them. And if customers can't have us on site for any reason, we can support them remotely. Through an app called SightCall, we can see exactly what the customer sees through their phone and advise them. We also staff the Instrumentation Support helpline, helping customers with technical issues.

When I'm on site, I make sure I follow the government guidelines as a minimum, but many sites have extra precautions in place. Last year we had to wear full face masks with safety glasses underneath, which was quite uncomfortable, but you get used to it. I'm still wearing face coverings on site, whether I'm inside or outside, and I expect that to continue for some time.

Maintaining service levels

My last job of the day is to send a complete package of reports to the customer, including an updated equipment list, detailed service report and calibration certificates. It's been challenging to keep going through the pandemic, but I'm proud that we've been able to maintain our usual level of service. And I'm thankful that we're starting to see light at the end of the tunnel.