

# BEING A

# KST ENGINEER

## Name

Paul C Knight

## Briefly explain your role

I am a service engineer within the Yorkshire team providing reactive and PPM support for intruder, access and CCTV systems across the Hull and Yorkshire region.

My principal customer is KCOM for their Pacom and Europlex panels as well as CCTV, but I work on all our customers' sites that are in my area.

## What do you love about your job?

I enjoy the challenges that come with the role in that I get to work on a lot more varied panels than I did in my previous employment. I believe my prospects to advance are greater at KST than they were previously.

## Tell us more about your educational background

I am nearly 60 years old now but back in my 'youth' I left school at 16 with a few CSEs and one O Level. I went on a 2 year SITB (Shipbuilding Industry Training Board) craft course at Selby college with an electrical bias. I completed my basic electrical A Level-equivalent course in half the time it should have been.

I then got an electrical apprenticeship at 18 and, over the next 3 years, did my advanced electrical course - I passed out of my apprenticeship age 21.

After that I started my career in security with modern alarms and have benefitted from various training courses in intruder alarms, CCTV, access control and team leadership over the years.

## What made you move in to the fire & security sector?

During my apprenticeship I was working in a Jewellers on an electrical job and there was an alarm engineer onsite doing his bit (CC wiring, if memory serves, on a door and fitting a PIR). I got chatting with him and was interested in what he said he did.

I made a few enquiries at the end of my apprenticeship in 1980/81, and ended up starting work as an install engineer with Modern Alarms (or ADT as they are known nowadays) and the rest, as they say, is history ....



## What's your most memorable moment in your career so far?

I've been doing this for nearly 4 decades now so there's a few to choose from, but I would say what is more memorable is the times I've been able to fix a stubborn fault by using diagnostic procedures and experience honed over the years, and then driving away from those faults with a high degree of satisfaction that I did it and I'm leaving a satisfied, happy customer.

## What opportunities does the security profession offer?

The security profession / industry is so large that the world is your oyster. If you want you can just learn the basics and tootle along BUT if you want to progress upwards or sideways you can put the work in and go from Install onto Service or into Sales / Surveying, working your way up the managerial ladder.

You will also learn key skills like H&S, MEWP and scaffold usage, auditing and many other skills that will strengthen your career CV.

## What would you say to anyone thinking about becoming a Fire & Security engineer?

I would say if you are prepared to put the work in, learn both from supplied training and from those you work with, you will prosper.

You will work in a lot of varied places from caravans to stately homes, small industrial units to mega factories. You will make new friends and colleagues, but also your customers will, over time, feel like friends too.

I spent 20 years at my last employer and my principal customer was a large utility company - a lot of their site staff were not only customers; I count them as friends.

You can expect to travel unless you are office-based - you won't have a typical day / week. There will be busy days and there will be quiet ones but overall it's a satisfying life. There is also call outs out of normal hours which can be challenging and tiring at times, but speaking as someone who's being on call out duty for over 35 years now, it can sometimes be the most satisfying part of the job and it's definitely where there is the most earning potential.

The future of our industry though is with the youngsters and technology is changing all the time, so they are the ones who will need to learn new skill sets to take us into the future. Home automation and electric charging are just two new ventures that companies like KST are venturing in to, and also IP technologies are now predominantly the way forward.

## Sign off your employee story with anything else you would like to add

In my opinion, what makes the most difference is being part of an effective team. Yes, the majority of the time you are out there by yourself - but it's the Sales people that ensure we have jobs to go to, it's the Schedulers that ensure we are organised, it's the Supervisors and REMs who ensure everything in the background runs smoothly and we have the support needed.

Without all the above in place and running effectively, you will have problems but when you have the right people you get the right teamwork.

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