

## **Field Service Engineer – South East Region**

Do you want to become part of an accomplished team in delivering exceptional product service and support? We're seeking a Field Service Engineer to join our esteemed Operations and Product Support Department. In this position, you will be part of a team who provide a professional engineering service on site to meet the needs of the customer in line with

### **Key Responsibilities:**

Responsible for all aspects of product support and product commissioning in the field including, but not restricted to;

- Responding to un-scheduled calls/orders.
- Completion of scheduled maintenance work.
- Commissioning products.
- Completing regulatory Field Safety Actions.
- Liaising internally with Warehouse, Sales Dept. & Product support Dept.
- Provide training and responding to customer needs when on site.
- Attend product training when required.
- Through active positive team-working, strive to meet the operational needs and requirements of the business in the interests of providing the best service to customers.
- Fully engage with the company's ISO quality management system.
- In the course of the above identify and feedback commercial and sales opportunities.
- Some travel/overnights are a requirement of this role.

Responsible for the on-site maintenance of the products including, but not restricted to;

- All aspects of service and repair.
- Troubleshooting, test, repair and service equipment.
- Commissioning of equipment.

### **Skills & Qualifications Required:**

- ✓ A relevant third level engineering qualification or relevant experience.
- ✓ A high level of competence with advanced equipment and technology.
- ✓ Strong, customer focused interpersonal skills.
- ✓ Good basic computer skills and ideally have previous networking experience.
- ✓ Previous medical engineering experience in a similar environment would be highly desirable, but not essential, as full training will be provided.
- ✓ A full clean driver's licence.
- ✓ A self-contained and self-motivated individual with an organised and flexible approach.

If you are ready to excel in this challenging role, apply now to [i.frazer@oxygen-care.ie](mailto:i.frazer@oxygen-care.ie). A full detailed job description is available on request.