

Product Support Manager

Are you prepared to lead an accomplished team in delivering exceptional product service and support? We're seeking a Product Support Manager to join our esteemed Operations and Product Support department. In this position, you'll develop the department commercially and operationally, supervise workshop and field operations, oversee maintenance contracts, manage human resources in product support, and provide operational assistance across various departments.

Key Responsibilities:

- Direct and manage the workshop team to ensure efficient service.
- Provide supervision and support to field engineers.
- Cultivate relationships with key customers and identify opportunities for business expansion.
- Spearhead resource planning efforts and optimize resource allocation.
- Coordinate specialised projects related to product support.
- Foster a culture of accountability and performance excellence within the team.
- Optimise revenue streams.
- Oversee the commissioning process for new products.
- Collaborate with internal departments to offer technical expertise and support.
- Manage spare parts inventory and requisitioning.

Skills & Qualifications Required:

- ✓ 3rd Level Engineering Degree.
- ✓ Proficient in communication and presentation.
- ✓ Expertise in Microsoft applications.
- ✓ Strong numerical skills and commercial acumen.
- ✓ Possession of a full clean Irish driving license.
- ✓ Experience in process improvement, team management, project management, and data analytics.
- ✓ Demonstrated ability to communicate with internal and external stakeholders, manage vendors, and maintain department KPIs.

If you're ready to excel in this challenging role, apply now to i.frazer@oxygen-care.ie. A full detailed job description is available on request.