

Software Support Technician



Named a Great Place To Work, Promed is a leading Medical Sales, Marketing and distribution company. Promed's product portfolio includes major brands from world class manufacturers such as Butterfly Network, Customed, Ansell and 3M.

Promed is committed to delivering a first-class service and our customer is at the centre of everything we do. This focus together with its detailed product expertise ensures the provision of unrivalled customer care and excellent on-going product support, which have become synonymous with the Promed brand. Our culture creates an environment of collaboration, innovation and trust.

An opportunity for a **Software Support Technician** to join our Technical Support Team has arisen as a result of our growing business.

The Person:

The **Software Support Technician** will be based in our Kerry location and will have the ability and experience to handle day to day technical problems and work tasks related to management, installation and training of devices and software, with strong IT and computer skills and ability to troubleshoot issues. IT support experience will be a distinct advantage. You will be pro-active and confident with excellent communication and organisational skills.

What are the qualifications and experience required?

- You will have a relevant 3rd level qualification degree or equivalent in Information Technology, Computer Science or related field
- Background in operations, IT and administration
- Excellent computer skills (including Excel, Word, Outlook)
- Strong organisational skills
- Flexibility and adaptability is essential

What are the key requirements?

- Provide an exceptional level of technical support to clients and customers
- Provide remote installation and configuration of software and end user training on medical devices
- Form part of a project team as required to ensure larger installations are executed
- You will answer customer queries over multiple channels including phone and email and log and keep records of these in our CRM
- Ability to identify potential software bugs, trends and escalate to vendors
- You will triage and escalate any issues where appropriate
- You will achieve and maintain service to a performance standard: handling time, resolution and customer satisfaction
- Be proactive in managing customer requests, having the ability to manage your schedule
- Strong interpersonal skills as the role requires involvement with many internal teams
- Open to continuous learnings as new devices are added to our range
- Match Promed Technology plans to customer needs

What are the personal requirements for the role?

- A proven track record in customer support and logical troubleshooting techniques
- Ability to work independently with minimal day to day direction
- Highly organised – able to prioritise and plan
- Strong customer ethos with the ability to develop trusted customer relationships

Key Benefits

- 24 days annual leave per annum increasing with length of service
- Pension scheme
- Employee Assistance Programme

- Life Cover
- Active Sports and Social Club
- Profit Share
- Many opportunities for learning and personal development.

If you are interested in applying for this role, please forward your application to HR@PEI.ie.

Promed is an Equal Opportunities Employer