

IN-HOUSE SERVICE 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 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 an In-house Service Technician to join our Clinical Service Support team has arisen as a result of our growing business.

The In-house Service Technician is responsible for the effective delivery of Promed's service and repair activities, ensuring that customer equipment is assessed, maintained, repaired, tested and documented to the required standards. The role is focused on providing an excellent customer experience while working closely with the Service Manager and colleagues to uphold service quality, operational efficiency, safety and regulatory compliance. The role is primarily based in Promed's in-house service workshop in Killorglin. Occasional travel to customer locations may be required to support installations, servicing, demonstrations, training or operational cover

What are the key requirements?

1. Manage allocated service and repair requests through the full repair lifecycle, including:
 - Initial technical diagnosis
 - Arranging or supporting the return of equipment
 - Inspection and assessment
 - Identification of parts and work required
 - Preparation of repair quotations
 - Completion of approved repairs
 - Functional and safety testing, where applicable
 - Documentation of work completed
 - Customer communication
 - Return or appropriate disposition of equipment
2. Provide a professional, responsive and customer-focused service to Promed customers and colleagues, offering technical support by telephone, email and in person as required.
3. Deliver high-quality service and repair within agreed SLAs to Promed customers, both in-house and on-site.
4. Provide product demonstrations, user guidance and service support to customers, the Sales team and other Promed departments.
5. Prepare quotations for service and repair work. Maintain the accuracy of the customer service records in ERP.
6. Maintain a safe, clean, organised and professional workshop environment, including appropriate control and storage of tools, equipment, parts and customer devices.
7. Work closely with other departments, such as sales and customer service, to ensure a seamless customer experience and effective cross-functional initiatives.
8. Ensure all service activities comply with company policies, industry regulations, and ethical standards.

9. Ensure timely and accurate completion of service requests, procedures and documentation, maintaining high attention to detail and quality. Ensure workshop equipment is within calibration and fit for purpose.

10. Any other duties as maybe required

Duties & Responsibilities

- Actively participate in the achievement of personal and team objectives.
- Liaise and cooperate with all relevant departments to the role.
- To comply with health and safety responsibilities as outlined in the company's health and safety statement at all times.
- Maintain a high standard of housekeeping at all times with focus on end to end service call process and a clean work environment.
- To demonstrate accountability for your ongoing personal and professional development by working in
- partnership with Promed and actively pursuing opportunities to expand your capabilities and effectiveness.
- As part of the PROMED team work towards maintaining Quality Management System, ISO accreditation and any other relevant accreditations.

What are the qualifications and experience required?

- 3rd level qualification in electronic engineering / mechatronics;
- Previous experience in a similar role.
- Strong customer focus.
- Excellent problem solving skills.
- Electro-Mechanical background.
- Proficiency in CRM/ERP software and Microsoft Office Suite.
- High level of integrity and professionalism.
- Ability to work on own initiative and as part of a team.
- Excellent communication and interpersonal skills.
- High level of safety awareness.
- Flexibility and adaptability are essential

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;
- Strong work and quality standards;
- Highly organised – able to prioritise and plan;
- Strong customer ethos with the ability to develop trusted customer relationships;
- High level of flexibility to ensure the delivery of an effective service to Promed's customers;
- Full, clean driving licence.

If you are interested in applying for this role, please send your CV and a covering letter to HR@pei.ie.