

FIELD SERVICE MANAGER

JOB REF: 0543

Our client is a very well know heavy engineering business based in Co Tyrone who design, build and export an extensive range of machinery around the world. All products are sold via a dedicated and highly experienced distributor network which has grown to well over 100 businesses and is geographically spread across all continents.

Job Purpose

The Field Service Manager will lead/manage a Product Support team that travels extensively to repair any breakdown situations that cannot be dealt with by the local distributor. Working from a base in Co Tyrone, the person appointed will work closely with a global distributor network and their customers to provide a world class level of product support.

Responsibilities:

- Manage and lead a team of field service engineers who provide technical support and advice to customers across the globe
- Prioritise, coordinate and implement the travel requirements and workload of the Field Service Engineer team to meet customer support requirements
- Travel globally to address more serious or higher priority breakdowns as and when required
- Diagnose and inspect equipment to detect faults and repair/assist in the repair
- Clean, lubricate and perform other routine maintenance work on equipment that is required during visit.
- Run the machine after all repairs have been completed to ensure that the repairs have been performed properly and that the quality of work performed meets or exceeds Customer expectations.
- Provide feedback to customer/customer representatives as to the problem identified and the action taken to repair/fix fault
- Provide advice to customer on any maintenance that needs to be carried out to prevent problem or any other type of problem from occurring
- Train and provide coaching/mentoring to the Field team, Distributor team and/or end user customers
- Complete service/call out reports accurately and submit same to the Aftersales Director so that any corrective action can be taken to prevent further breakdowns
- Evaluate work carried out by the Field team and determine if work was warranty or chargeable. Liaise with internal colleagues to highlight corrective actions needed to prevent further problems reoccurring
- Communicate and work effectively and in harmony with other departments to deliver a world class level of aftersales product support to customers

Person Specification

- Experienced mechanical engineer with at least 5 years' experience in a similar service orientated role
- Experience working with heavy mobile equipment
- Good understanding of hydraulic and/or electrical circuits
- Good working knowledge of diesel engines
- Able to read and interpret technical drawings, schematics and operator manuals, including manuals from component suppliers
- Willing and able to travel extensively to anywhere part of the globe – sometimes at short notice
- Willing to work overtime as required including weekends
- Managed or led a small team of engineers previously would be an advantage
- Excellent communication skills and a strong customer focused approach
- Conduct themselves in an appropriate and safety conscious manner when on company business
- A valid driver's license and clean driving record is a requirement for this position.

Contact Con Gallagher on 028 8676 0044 for a confidential chat or submit your CV via the link.

The Company reserves the right to vary criteria at the shortlisting stage.

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