

## AFTERSALES TECHNICAL SUPPORT

JOB REF: 0716

Our client was established in 1996, providing equipment and support of waste compaction equipment to Ireland, UK and throughout the world. They now wish to add to their Aftersales team.

### Job Purpose

As aftersales technical support you will be joining a flexible, innovative and extremely driven team, providing engineering support to the aftersales team. To support this team, you will be collaborating with the design team to provide accurate work instructions to ensure safe solutions are provided. You will be integral in part of the planning of machine breakdowns, where resources and technical instructions are prepared, in consultation with other departments. Your technical support is vital to the ongoing operational efficiency of the growing aftersales portfolio, where downtime on customer equipment must be minimised.

### Responsibilities:

- Preparation and planning of installation and commissioning of waste recycling equipment
- Supporting the resolution of technical field issues
- Support to the field team to ensure field van inventory is maintained
- Support to the field team to ensure van tools are maintained
- Ensure correct parts are ordered for tasks
- Provision of safe and effective work instructions and risk assessments
- Providing accurate reports from each job attendance to allow trend analysis
- Ensuring that all work complies with H&S policy
- Assurance that technical manuals are kept up to date
- Updating self-help documents so customers/employees can try to fix problems themselves

### Person Specification

- time management and communication skills
- Excellent people and interpersonal skills
- Competent with reading/understanding electrical & hydraulic schematics
- Excellent understanding of hydraulic systems
- Excellent understanding of electrical circuits

- IT competent & literate
- Logical thinker
- Good analytical and problem-solving skills
- Driving Licence (must not have more than 6 penalty points)
- Valid Passport

#### **Desirable Criteria**

- Previous service engineering experience
- PLC knowledge
- Knowledge of waste recycling equipment
- Fabrication knowledge
- H&S courses
- Edition 17 electrical certification

*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.*

*Spectrum Employment Solutions is an equal opportunities employer and welcomes applicants from all backgrounds.*

#### **DATA PROTECTION**

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