

Job Title:	Field Service engineer
Business Area:	Technical Service
Line Manager:	Technical Service Manager, Wassenburg Ireland Ltd
Scope of Responsibility:	Nationwide, Ireland with immediate start
Grade:	Service Engineer
Location:	Cork

Job Description

Wassenburg Medical has an exciting position for a Field Service Engineer based in Cork, Ireland to work as part of the service team. You will be responsible for promoting a strong service support, which includes the installation, service and validation of the WD440 Pass Through Endoscope washer disinfecter, DRY 300(D) Drying & Storage cabinets & Process Manager software systems for flexible endoscope reprocessing. As well as the latest offering we have trophon® Ultrasound Probe Disinfection systems.

Job Purpose.

Provide complete product support on designated equipment, this will include installation and commissioning, preventative maintenance, repair, customer training and a level of clinical support. Work undertaken by technicians must comply with the relevant Company Quality procedure relating to that service or activity.

Liaise with customer support administration on a regular basis, provide engineers reports and all relevant documentation to customer support administration for further processing and invoicing. Proactively manage customer relations with particular emphasis on communication with customers and ensuring customer satisfaction.

Role Requirements.

The ideal candidate will have a technical background - ideally qualified in an engineering related subject – electrical and/or mechanical. Field based experience in medical device service or electronic equipment is an advantage, but not essential.

The suitable candidate will have excellent interpersonal skills, be flexible, willing to travel, customer focused, technically competent and commercially aware with strong trouble-shooting and analytical skills.

Additionally, they will possess strong organisational skills, the ability to thrive under pressure along with a strong desire to succeed. A full clean driver's license is also required.

This is an outstanding opportunity to work in a specialist area and to work for a company who are well established in their field, with ambitious growth plans.



Applicants should have a national trade or further education qualification in Engineering or Service / Maintenance Technology.

You will have excellent communication and team-working skills with a high level of energy and urgency to deliver results against business plan and strategy.

You will demonstrate leadership with both internal and external stakeholders at all times.

Previous experience of working within a capital equipment, software and/or medical devices environment is preferable.

If you want to be a part of this exciting time at WASSENBURG Medical and be responsible for building and maintaining a highly effective service environment that encourages performance excellence, coupled with personal and organizational growth, then please apply

info@wassenburgmedical.ie