



The job: **Field Service Engineer**

Norso Medical is looking for a motivated **Field Service Engineer**. The Field Service Engineer will be based in the Republic of Ireland and will be responsible for providing on-site service and repair for medical equipment. The engineer will be responsible for troubleshooting, repairing, and maintaining a wide range of medical equipment, including Patient Monitoring and ultrasound equipment while achieving maximum service profitability, growth and account penetration within Ireland (North and South). The company is looking for someone who is highly organised and able to multitask as well as being able to work independently and be able to troubleshoot on their own. This is a field-based role with frequent travel on a weekly basis (c. 5 days per week) to customer sites. Company Van, Laptop and Mobile provided. Daily Meal Allowance provided.

About us:

Norso Medical is at the forefront of the medical industry and is constantly striving to deliver new and advanced medical equipment to meet the ever-changing needs of the healthcare industry. The company is committed to providing high-quality equipment, as well as comprehensive training and support to ensure that customers can effectively utilize and maintain their equipment. Norso Medical is a fast-growing company that is always looking for new talent to join its dynamic team and offers a challenging and rewarding work environment for employees who are passionate about making a difference in the healthcare field - Apply today!

Your Responsibilities:

- Completion of repairs in line with method sheets and/or repair manuals
- Achieving customer satisfaction by working to a minimum productivity requirement
- Completing tasks associated with the daily operation of the Technical Services division
- Product assembly, refurbishment, disassembly, repair, and testing processes
- Quality inspection checks throughout the repair process
- Administrative duties relating to the repair process
- Adhering to the expectations of the Technical Services division
- Health & Safety responsibility as defined in the company's Health & Safety Policy
- Development and Involvement with Connectivity Solutions for the Current product portfolio

Reports directly to General Manager

QUALIFICATIONS:



- Third Level Qualifications (Industry Standard Level 7 or Higher Qualification Preferred)
- Demonstrated aptitude for problem-solving; ability to determine solutions for customers (consultative Sales/Service approach).
- Must be results-orientated and able to work both independently and within a team environment.
- Must possess Customer Service skills with expert verbal and written communication skills. Proficiency in using Microsoft Office Suite applications.
- Valid driver's license. (All points/Endorsements must be disclosed)
- Fluency in English

Please Submit application by CV to

Email: marketing@norsomedical.co.uk

ENDS