

JOB DESCRIPTION

Role Information:

Role Title	Workshop Technician
Department	Service
Reports to	Workshop Supervisor
Location	Dublin - Glasnevin
Code	

The Company:

Cardiac Services was founded in Belfast in 1969. We currently have offices in Dublin, Belfast, Cork, Manchester and Northampton and are at the forefront of supplying and supporting diagnostic, measurement and Clinical IT equipment throughout Ireland and the UK. We have a specific focus on ICU, Coronary Care, Operating room, and Maternity. The pre-hospital division specialises in the supply of AEDs, training devices and Primary care / GP supplies. In 2019 Cardiac Services as part of Sisk Healthcare was acquired by UniPhar Group and are now part of the Unipharm Medtech Division.

Purpose of Role:

Cardiac Services is recruiting to fill an existing technician position within our Dublin workshop. The workshop technician will be part of a team responsible for managing the repair of devices returned to the workshop by our customer. The technician will provide technical assistance to customers, field engineers and the sales team. The technician will communicate with the customer via telephone, e-mail or face to face where necessary. Additionally, pre-delivery inspection of devices will be undertaken by the workshop team.

Principal Duties and Responsibilities:

- Provide technical support to customers (technical and non-technical), field service engineers, clinical support and our sales team.
- Attendance at internal and Manufacturer's training courses. This may require a number of days travel outside of the country annually.
- Liaise/communicate with our suppliers in order to help resolve problems or report incidents/issues which require manufacturer input.
- Stock management and administrative tasks.
- Forming part of the workshop team, be responsible for the completion of tasks allocated, using the processes and procedures recommended by the original manufacturer.
- Ensuring all activity is recorded on our Service Management system.

Role Requirements:

- The ideal candidate will have a third level qualification in either biomedical engineering, electronics, electrical engineering or applied science.
- Good aptitude for electronic circuits and soldering techniques is required.
- Good computer skills, with a working knowledge of Microsoft Outlook, Word and excel.
- Must be able to work on own initiative, but also work well in teams.
- Previous experience in a customer support role would be advantageous.
- Good communication and interpersonal skills, both verbal and written are essential
- Ability to understand and follow manuals, work instructions and related information
- Ability to understand, implement and maintain the quality standards set by both Cardiac Services and the equipment manufacturer.
- Whilst not essential, knowledge of basic computer technology and networking would be advantageous.

Cardiac Services is an equal opportunities employer.