

Position: Service Technician

Reports to (position):	Business Unit Manager	Job Location:	Charleville, Cork
Reports to (name):	David Bourke	Department:	Sales

Company Background

Established in 1978, Flow Technology is a privately-owned process engineering company based in Charleville, Co. Cork. Flow Technology designs, manufactures, installs and distributes specialist process equipment and systems for the manufacturing sector across the biopharma, pharmaceutical, beverage, food and dairy industries. The company is a market leader and is proud of its reputation for quality and delivery earned and maintained over decades and enjoys an excellent level of staff loyalty and retention.

Flow Technology has experienced significant growth over the last five years, with staff numbers currently standing at 88. Annual turnover has also grown almost 15% year-on-year since 2013 with expected 2019 turnover of €20M+. The company is organised into 3 business units. The focus of this role is to support the growth of the Process engineering systems business. This unit generated €15M of the €20M+ in 2018.

1. Process Engineering Systems (skids)
2. Mechanical Installation
3. Process Equipment Solutions (Equipment & Component Sales & Service)

Purpose of the position

The company are currently seeking a highly motivated and safety conscious Service Technician to join the Process Equipment solutions team. You will ideally have over 3 years' experience in a servicing role, preferably in the technical engineering sector. The successful candidate will develop and manage the remit for site facilities servicing and play a pivotal role in managing related contracts. This position is a great opportunity to develop your experience as a service technician with an Irish company currently looking to grow our servicing business across the Biotechnology, Pharmaceutical, Beverage and Dairy industries. The mechanical technician will provide a pivotal role in support of the site Mechanical infrastructure and operation and maintenance service. As the Mechanical technician, the successful candidate will develop and manage the entire remit for the site's facilities mechanical infrastructure service and will play a pivotal role in managing related contracts. The successful candidate will strive to ensure that mechanical services are coordinated and support services to reduce downtime to the plant and the site.

Principal responsibilities

The responsibilities of the service technician will include but not limited to the following:

- Manage both preventative maintenance programme's and reactive maintenance for key Flow Technology customers.
- Co-ordinate & Plan weekly schedules
- Communication with customer – manage customer needs from taking initial customer call to developing a service plan to suit customer requirements and manage the successful roll out of customer service.
- Ensure service jobs are arranged in an efficient manner and correct parts are identified and made available to service team in advance of service works taking place.
- Site visits as required to establish customer needs and develop plan for delivery of service.
- Ensure that service is delivered in accordance with our standard operating procedures and in line with our electronic Service Management system.
- Review service reports and actioning all relevant follow up items.
- Communicate service reports to customer's and issue proposals/recommendations for follow up action.
- Communicate with our internal warehouse to ensure correct parts are assigned to jobs.
- Co-ordination with our internal workshop to ensure efficient repair of critical customer assets.
- Liaise with suppliers where relevant to identify correct replacement/procurement of parts.
- Ensure service jobs are carried out in compliance with our H&S standards & procedures and that where required, site specific MS and RA are issued in advance of works taking place.

- Ensure emergency call outs are dealt with in an appropriate and efficient manner.
- Co-ordinate Out of hours emergency call outs on a Rota basis.
- Review paperwork and ensuring completed jobs are invoiced in an efficient manner.
- Champion the development of planned and reactive work for mechanical utilities systems on the site.
- Self-Manage their workload to ensure availability to site for key daily tasks relating to the provision of services to the site and record daily work carried out.
- Prepare regular report on Highs and Lows of Service completed during week.
- Manage aspects of service including the management of sub-contract services relating to areas of work.
- Work with the Site Support Services BU Manager to continuously improve the maintenance program on areas of key responsibility.
- Attend regular client meetings relating to service, where required.
- Comply with site housekeeping audit program and always ensure availability of services.
- To ensure that all work is carried out in accordance with Health, Safety & Environmental regulations, permit to work and client procedures are strictly adhered to.
- To ensure that training received is adequate to self for provision of services to the client.

Work Hours & Benefits

This is a full-time permanent role based in our office in Charleville and on the road.

People

Work closely with the Process Engineering BU Manager and Site Support Services BU Manager.

Support the development of the servicing business.

Require key skills (functional/technical) & experience

Service Technician Qualifications and Skills:

1. Excellent inter-personal skills and communication skills.
2. Strong engineering analytical and problem-solving skills would be an advantage
3. Minimum of 3 – 5 years' experience within similar service industry would be an advantage
4. Technical knowledge of 3 phase motors, starters, pumps & dosing pumps. Previous experience with other Heat Exchangers, Valves or associated instrumentation would be an advantage.
5. Experience in Fault finding in general would be an advantage
6. Ability to co-ordinate & manage a Service management System.

Education and Experience Requirements:

- National Craft Certificate in appropriate Mechanical discipline.
- Trade Qualification in Mechanical discipline.
- Pharmaceutical, Healthcare or Food and Beverage experience an advantage

The work is varied and challenging and requires a commitment to get the job right first time. A full time driver's license is essential. We look forward to receiving your application via our website, or by contacting our HR Manager @hr@flowtechnology.ie.

The Package

This is an exciting opportunity for a high calibre candidate to join a successful profitable company.

- Attractive salary with scope for progression.
- Company vehicle, Mobile phone, Laptop.
- Annual Performance related bonus.
- Company pension Scheme.
- Support for training and self-development.