

## Job Description

JOB DESCRIPTION	
<b>Job Title</b>	<b>Technical Sales Support Engineer</b>
<b>Location</b>	Dublin
<b>Responsible to</b>	Operations Director
<b>Role Summary</b>	To report directly to the Operations Director and be responsible for giving technical and sales support to Consultants, Contractors, Distributors, Merchants, And End Users. To promote the sale of the Company's products and services by giving expert technical and sales support. To perform any other duties, as and when required.
Key Responsibilities, Tasks & Activities	
<b>Product &amp; Technical Knowledge</b>	<ul style="list-style-type: none"> <li>▪ To acquire and maintain complete knowledge concerning the Company's range of products and services.</li> <li>▪ To develop knowledge regarding competitors' products.</li> <li>▪ To apply this knowledge in relation to customers' requirements.</li> <li>▪ To keep up to date with changes in the technology and development of our products.</li> <li>▪ A good knowledge of the BSC market in Ireland currently, the stakeholders and the trends.</li> </ul>
<b>Planning &amp; Organisation</b>	<ul style="list-style-type: none"> <li>▪ The preparation of technical quotations and the provision of technical advice to our customers and all Wilo users via telephone or electronic mail.</li> <li>▪ Aspects of the job may involve duties outside the normal hours of work, this considered to be part of your contract.</li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>▪ To enter all quotations immediately onto the quotation data base thus giving up to date information to all, including the Sales Representatives for use on project tracking.</li> </ul>
<b>Operational Limits of Authority</b>	<ul style="list-style-type: none"> <li>▪ To organise work within function to achieve highest level of efficiency and accuracy and employ good time management principles.</li> </ul>
<b>THE CANDIDATE</b>	<ul style="list-style-type: none"> <li>▪ Previous Technical Support role and/or experience in a similar role where a very good technical understanding of HVAC Plant and system controls were applied</li> <li>▪ 3<sup>rd</sup> level engineering qualification or equivalent an advantage.</li> <li>▪ Excellent English, both spoken and written.</li> <li>▪ Excellent customer service skills</li> </ul>

	<ul style="list-style-type: none"><li>▪ Be computer literate and able to perform basic paperwork and record keeping.</li><li>▪ Have a flexible approach to work.</li></ul>
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This job description may alter to reflect the change in activities required within Wilo Ireland for it to be a dynamic organisation.

***Health and Pension Benefits:***

***Negotiable depending on experience and qualifications in a similar role.***