



## Job Description

### Field Service Engineer:

Wilo Ireland are a leading company in the supply of pumps and pumping equipment in the Building Services, Water Management and Industry sectors and being a subsidiary of the global German Wilo SE Group are currently seeking an experienced Field Service Engineer to join the Service Department based in Dublin to facilitate our expanding customer base throughout the greater Leinster region. Previous Field Service pump or plant experience or facilities / industrial maintenance experience are an advantage

JOB DESCRIPTION	
Job Title	Field Service Engineer
Location	Dublin
Responsible to	Technical Director
Role Summary	<p>Being directly responsible to the Technical Director and working with a team of colleagues within the Service and Technical Support Department. Ensuring the repair, service and maintenance work as per Wilo specification, as required by the customer and in line with their expectations. To co-ordinate an effective service operation from a designated home base.</p> <p>Close working relationships with Wilo staff members is an integral part of this position. To be aware of and understand the Ireland and Group organisation and their relevant cultures.</p>
Key Responsibilities, Tasks & Activities	
Product & Technical Knowledge	<ul style="list-style-type: none"><li>▪ To be self-motivated and able to work on own initiative</li><li>▪ To carry out visible and technical assessment of breakdown and work to be completed</li><li>▪ To complete documentation upon conclusion of task obtaining customer signature on manned sites and submit to office on a daily basis via remote access</li><li>▪ To carry out written schemes of examination on pressure vessels</li><li>▪ To issue site specific risk assessment and method statements to clients</li><li>▪ To carry out commissioning and warranty on required products</li><li>▪ To be aware of and ensure at all times complete attention to both your own personal health and safety and that of your fellow employees</li><li>▪ To ensure that any defects to equipment or tools are reported immediately to the Service office</li><li>▪ To participate in any multi-skilling programme in order to broaden both your own individual skills and experience and provide flexibility for service operations</li><li>▪ To take ownership and responsibility for all service tasks carried out</li><li>▪ To impart technical advice to the client or obtain further advice and revert back personally to the client at all times</li><li>▪ To develop, assess and take responsibility of the performance of any Assistant Service Support Technicians</li></ul>

	<ul style="list-style-type: none"> <li>▪ To participate in multi skilling training programmes and attend training courses where necessary in order to fulfil the Wilo development requirements.</li> </ul>
<b>Planning &amp; Organisation</b>	<ul style="list-style-type: none"> <li>▪ To co-ordinate and collect parts from designated home base/warehouse</li> <li>▪ To co-ordinate and schedule all service business in liaison with the customer and office</li> <li>▪ To ensure all parts and consumables required are contained in the vehicle or home stock, ordering where necessary</li> <li>▪ To ensure timely and correct completion of internal administration to the Wilo standard</li> <li>▪ To liaise with customer/office if remedial works are required and to obtain an order number co-ordinating work or organising revisit. The remedial work/visit must be always communicated to the service office</li> <li>▪ To co-ordinate any vehicle servicing, breakdown work to the designated dealership and the service office notified of dates in advance</li> <li>▪ To ensure vans are organised, cleaned and tidy to the Wilo specification</li> <li>▪ Maintaining always a clean and safe working environment that is free from any hazards</li> <li>▪ To be fully conversant with and always adhering to safety instructions and all safe systems of work</li> <li>▪ To be aware of the environmental responsibilities of the organisation and ensuring all processes are carried out to the required Wilo Ireland standard</li> <li>▪ To be available for occasional out of hours call outs facility and to be flexible in the support of engineers in other areas, this could involve working away from home at certain periods</li> </ul>
<b>Key Attributes</b>	
<b>Skills:</b>	<ul style="list-style-type: none"> <li>▪ Electrical competence and experience/qualification (Electrician ideally ) or fitter with relevant experience</li> <li>▪ Commissioning, Fault Finding, Service, Maintenance experience of HVAC centrifugal Pumps , Panels and controls an advantage</li> <li>▪ Strong electrical and mechanical knowledge</li> <li>▪ Team player with good time keeping and communication skills essential</li> <li>▪ Good level of IT skills</li> <li>▪ Full clean driving licence</li> </ul>
<b>Remuneration Package Outline</b>  <i>Salary : based on experience</i>  <b>Additional Annual Company Bonus Pay &amp; Performance Bonus</b>  <i>Daily Lunch allowance</i>  <b>Health Insurance and Risk benefits</b>  <b>Company Pension Contribution</b>  <b>Company vehicle , Laptop computer and Mobile Phone</b>	
<b>Closing Date:</b>  <b>16<sup>th</sup> June 2023</b>	