



*Are you an enthusiastic technical professional with a passion for providing top class service? At **Java Republic** we are currently expanding, so we are looking for a **Field Service Engineer** to support our business.*

Field Service Engineer

Coffee for The People by The Coffee People

We are the premier food service partner for coffee & tea in Ireland.

We make Ireland's best hand-roasted coffee – and we make it incredibly simple for our clients to serve it well to their staff, guests and customers.

Our people bring unparalleled experience, knowledge and dedication to every aspect of the process. We are always willing to go further, to dig deeper and to aim higher.

It's our business to help our clients' business.

Our Values:

Passion: We are passionate about coffee and tea. We want to deliver the best coffee and tea experience on the planet and we drive each other every day to make this happen. This is a vocation, not a job.

Expertise: We strive to be the experts in the sourcing, preparation and serving of coffee and tea. We bring unparalleled experience, knowledge and dedication to every aspect of the process.

Conscientiousness: We work with a clear moral responsibility to treat all our staff and partner communities with respect and fair play. We are conscientious in our work too, demanding the highest standards of one and other, of our work and of our products.

The Role:

Reporting to the Technical Service Team Lead, you will provide product and technical support to Java Republic customers in a Dublin-based territory. The technical service team is responsible for installing and maintaining coffee brewing equipment at customer sites to a standard that ensures delivery of our product to end consumer at the optimum quality.

Java Republic is an equal opportunity employer.

Key Role Responsibilities:

Equipment Installation & Maintenance

- Carry out site survey & installation of coffee equipment, liaising with Sales / Quality colleagues and customers to deliver successful outcomes.
- Ensure effective trouble-shooting and resolution of technical issues at customer sites. Fix first time where possible.
- Refurbish second-hand equipment to extend its useful life.
- Make economic use of spare parts. Maintain accurate van stock-holding and complete regular stocktakes.
- Maintain accurate recording and reporting of spare parts usage / service requests / etc. using SAP.
- Ensure service activities comply with all relevant health, safety, hygiene, quality assurance and environmental legislation. Maintain high standards of safety and housekeeping to ensure work area, tools, vehicle and equipment are maintained in a safe and clean condition.
- Assist in the validation of new equipment including acceptance trials, debugging etc.

Teamwork

- Become a key and trusted member of our Technical Service team.
- Build your own skills and knowledge (technical, product, commercial) and support the training and development of colleagues and new recruits as required.
- Collaborate with Java Republic sales and quality teams to deliver an efficient and effective service to customers.

Customer Service

- Take responsibility for the technical support of all Java Republic customers in your territory.
- Support customers and exceed their expectations related to equipment supply and maintenance.
- Provide guidance and knowledge to customers on the correct operation and basic maintenance / cleaning of their coffee equipment.

Essential Requirements

- Qualification in technical / engineering discipline with relevant training and experience.
- Minimum of 3 years' experience working in a technical field service role or similar maintenance environment.
- Hands on engineer proficient in the use of standard test instruments and hand tools.
- Good knowledge of the design and maintenance of mechanical / electronic systems.
- Experience of beverage dispense systems would be an advantage.
- Strong problem-solving skills with the ability to come up with practical solutions.
- Customer service focus and can build trusted relationships with customers.
- Excellent verbal & written communication skills.
- A team player who collaborates with colleagues across the organisation.
- Commercially aware and invested in the overall success of the organisation.
- Comfortable working in a fast-paced environment.
- Full clean driving license.

If you believe that you are the right person for the job, please send a cover letter with your cv to HR@JavaRepublic.com.

Please send it as an attachment with '**Field Service Engineer**' and your name in the subject line.

Package

This is a full-time role based in Ballycoolin, Dublin. The role provides an excellent opportunity to join a growing business.

