*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* ***Senior Field Service Engineer- Leinster*** *to support our business.*

**Senior Field Service Engineer- Leinster**

# 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:

This is a full time Individual Contributor role reporting to the Service & Quality Operations Manager, you will provide product and technical support to Java Republic customers in a Leinster based territory. This is both a field and office based role. As part of the field based service team you will be 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.

# Key Role Responsibilities:

Equipment Installation & Maintenance

* Carry out site survey and installation of coffee equipment, liaising with service planner, 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 maximise its useful life.
* Accurate recording and documentation of activities on ONM service app ensuring correct use of fault codes for reporting and analysis purposes.
* 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.

Innovation

* Build relationships with current and new equipment suppliers to ensure that Java Republic is taking advantage of latest technical developments.
* Stay up to date with competitor technical innovation, building new relationships to maintain Java Republic competitive position.
* Manage introduction and 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.

Collaboration

* Participate in companywide improvement initiatives, working in teams as required and utilising appropriate quality tools as applicable.
* Cross department collaborate with the Sales team to deliver new commercial opportunities and maintain existing business.
* Work closely with Quality team colleagues to ensure product and technical knowledge is mutually shared between teams while utilising common machine settings and sources of information.
* Assisting the Operations Manager with the generation and implementation of role specific SOPs for the department.

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

* 3rd level qualification in technical / engineering discipline, or the National Craft Certificate with additional specialized training and experience.
* Good knowledge of 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 communication skills & a team player who collaborates with colleagues across the organisation.
* Background in food & beverage or related industry.
* Full clean driving license
* Working Hours Monday to Friday 8am-4.15pm, overtime may be occasionally required.
* Participation in on-call roster, weekend availability
* Supplemental pay types:

- Daily Subsistence

- Overtime

- On call allowance