



ESI Technologies Group, part of the Indutrade Group, is the leading supplier of Process Equipment & Engineering Solutions into the Pharmaceutical, Chemical and Biotechnology Industries in Ireland & UK. The continued expansion of our Single Use business has resulted in the requirement for the following position:

### **Technical Sales Support Engineer - Ultrapure Division**

Reporting to the Sales Manager, ESI Ultrapure, this position will be based in our Cork headquarters – supporting both our Irish & UK markets.

Our Ultrapure division offers solutions for the bio-pharmaceutical industries in Ireland, UK and Benelux with our comprehensive Life Science product range. We have built up a strong portfolio of official distribution agreements.

ESI Ultrapure supplies the following Life Science products: Single Use Assemblies, Tubing & Hoses, Gaskets, Fittings & Connectors, Single Use Bags, Filters, Single Use Instrumentation, Pumps, Bottles & Carboys, Custom-Built Plastic Equipment (Totes, Carts, Dip Tubes, etc).

Responsibilities will include:

#### **Duties of the Role include:**

- To provide technical and commercial support to ESI customers and prospective customers in the Irish & UK market as required.
- Supporting customers to resolve any technical issues or queries relating to the prevailing product range and their applications.
- Ensure that the advice provided is accurate, current and secures a successful resolution to the enquiries.
- Interface with customers and suppliers delivered by phone, email and face-to-face if required.
- Maintain accurate and detailed records /files on customer job files.
- Responsibility for awareness and action of related personal, department & company KPI's.
- Need to meet deadlines and work towards set Team and departmental targets.
- Adherence to companies ISO 9000 Quality, and Health & Safety procedures.
- Other duties as deemed necessary by company management to support this role.

#### **Ideally the candidate would possess the following skills/experience:**

- Technical aptitude with a flexibility & willingness to learn in the role.
- Previous experience or familiarisation with above technologies would be an advantage.
- Strong interpersonal, good presentation and reporting skills and verbal communication skills.
- Excellent administration & IT skills, including experience with MS Excel, MS Word, PowerPoint & ERP systems.
- Must be able to identify Customer needs and recommend appropriate solutions whilst achieving the highest level of customer satisfaction.
- Committed to Customer Satisfaction and continuous improvement.
- Be capable of working consistently both as part of a team and on own initiative.
- High attention to detail, with technical speed and accuracy.
- Reliable and committed with ability to work in busy customer focused environment.
- Organisational and problem-solving skills.

This is a great opportunity to join a division with a developing portfolio, within an already well-established company, as part of the Indutrade group.

Remuneration package is commensurate with experience.

Applications in writing to:

The HR/Training & Development Manager, ESI Technologies Ltd., North ESK Business Park, Dunkettle, Cork, or via email to: [hr@esitechgroup.com](mailto:hr@esitechgroup.com). Replies only provided to those who are shortlisted.