



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 Irish and UK Sales Operations has resulted in the requirement for the following position:

**Technical Sales Support Engineer – ESI Process UK Ltd**

Reporting to the UK Operations Manager, this position will be based in our Cwmbran facility office. Responsibilities will include:

**Duties of the Role include:**

- To provide accurate and timely technical/commercial support and advice to ESI customers and prospective customers in the Irish & UK market as required.
- Interpretation of customer inquiries and preparation /issuing of subsequent quotations.
- Assisting and advising 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.
- Familiarisation of product range sold by ESI, as part of ongoing company training provided, including our portfolio of Valves, Actuator's, Safety devices, Filtration devices & other related process equipment.
- 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.

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

- Experience in a Technical sales role, particularly Process, Mechanical or Instrumentation related.
- Commercial awareness when liaising with both our customers & our supply chain.
- Possesses strong interpersonal, good presentation and reporting skills and verbal communication skills.
- Excellent IT skills, including experience with MS Excel, MS Word etc.
- Must be able to identify customer needs and recommend appropriate solutions whilst achieving the highest level of customer satisfaction.
- Be capable of working consistently both as part of a team and on own initiative.
- Service orientated - has a natural interest in helping customers.
- Reliable and committed with ability to work in customer focused environment.
- Excellent attention to detail skills, with the tenacity and determination to provide solutions.

This is a great opportunity for a highly motivated technical sales & customer orientated person to join our company with a focus on supporting our UK business & being part of a growing team.

Remuneration package is commensurate with experience.

Applications in writing to:

The HR/Training & Development Manager, [hr@esitechgroup.com](mailto:hr@esitechgroup.com). Replies only provided to those who are shortlisted.