



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.

Our wide range of products include Control, Instrumentation, Valve & actuation, Pressure Safety devices (Bursting discs, Pressure safety/relief, Conservation Vents), Pumps, Heat exchangers, Skids, Vacuum, Tank & process equipment, Filtration, Clean room pipe insulation, and Tubing & fittings.

The continued expansion of our Irish and UK Sales Operations has resulted in the requirement for the following position:

### **Technical Sales Support Engineer – Pressure Safety Division**

Reporting to the Control, Instrumentation & Safety Business Unit Leader, this position will be based in our Cork office. Responsibilities will include:

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

- To provide accurate and timely technical/commercial support and advice to existing & prospective ESI customers in the Irish & UK market, pertinent to the Over Pressure Safety devices (Bursting discs, Pressure safety/relief, Conservation Vents etc) scope from our product portfolio.
- 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.
- 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, &/or educational background in either Process, Instrumentation, Electrical, Mechanical or other appropriate related discipline.
- Product knowledge of Over Pressure Safety, Process/Instrumentation would be a strong advantage.
- Commitment to engage with company Training & Development program relevant to product portfolio.
- Commercial awareness when liaising with both our customers & our supply chain.
- Technical and commercial aptitude with a flexibility & willingness to learn in the role.
- Strong interpersonal, good presentation and reporting skills and verbal communication skills.
- Excellent administration & IT skills, including experience with MS 365, 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 for a highly motivated technical sales & customer orientated person to join our company with a focus on supporting our Irish & UK business & being part of a growing team.

Remuneration package is commensurate with experience.

Position: Permanent

Applications in writing to:

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