



## Managed Print Field Service Engineer

### Who Are We

Trinity Placements Ltd is a new recruitment consultancy that strives to be the leading consultants of broad scope recruitment for SMEs along with aiming to become the No.1 consultancy for sourcing HR talent.

### The Role

Our client is looking for a Managed Print Field Service Engineer to provide support, including break fix, for all printer & associated software, including installation, configuration and maintenance of these devices. Our client is a Managed Print Solutions and office supplies provider. The successful candidate will work with some of the best and brightest in the industry.. In their environment there's no limit to how fast your career can grow. They are a fun bunch who regularly get treated to pamper days, team party nights, ice-cream vans and even karaoke in the office!

### Key accountabilities:

- Responding to & carrying out service calls & installations on client sites, as and when required.
- Resolve technical faults / undertake technical modifications and complete repairs on managed print & IT devices
- Ensure adherence to SLA when dealing with customer tickets/calls
- Ensure all actions completed & necessary are fully entered on to the relevant tickets
- Liaise with the service desk and client staff to help gather further information in relation to specific issues
- Develop and maintain a technical knowledge of products, services and solutions.
- Preventative maintenance on customer sites when requested ensuring that full activity records are documented.
- Highlight any anomalies on our customer sites and ensure a service ticket is opened.
- Other ad hoc duties as required

### Experience:

- Printer repair and an understanding of process is required
- Printer driver and connectivity- local & network experience is required
- Excellent customer service & client interfacing skills
- Acts consistently in line with organisational values
- Strong troubleshooting skills
- Experience in a managed service environment is desirable
- Experience of working in an ITIL environment is desirable
- Some PC hardware/software experience desirable
- Full clean driver's license

### Education:

- HP printer certifications highly desirable
- Relevant training course/certification is desirable.
- ITIL Foundation certification is desirable



# Trinity PLACEMENTS

## Knowledge Of:

- Wide range of printer makes & models
- HP product range
- Print Driver Configuration and utilities
- Microsoft Operating Systems
- Microsoft Applications

## Additional Information:

- Must be able to commit to on-going participation in HP online training
- An interest in expanding skillset to cover other IT disciplines is an advantage

## Salary:

- Dependant on experience

## Contract:

- Full time, Permanent

## Location:

- Dublin

## Start Date:

- Immediately

**To apply, please send your CV to [cv@trinityplacements.ie](mailto:cv@trinityplacements.ie) or call us on 01 4277 642**