

Job Title: Air Conditioning Engineer

Location: Mitsubishi Electric Ireland, Grangecastle , Dublin

Job Type: Full-Time / Permanent

Job Summary:

Mitsubishi Electric Ireland is seeking a skilled and knowledgeable **Air Conditioning Engineer** to join our team, with a strong emphasis on **in person and online training for our customers**. This role is ideal for an individual with technical expertise in AC systems who also possesses excellent communication skills and a passion for training. The successful candidate will be responsible for providing on-site technical support as well as remote/on-site training to customers. The ideal candidate will be able to develop the role as a system specialist, to design training materials, and create engaging online training modules to enhance customer understanding and product usability.

Key Responsibilities:

Role Responsibilities:

- Assist installers with aftersales technical queries.
- Provide on-site assistance for our installer partners.
- Co-ordinate with the after sales team to ensure effective organisation, and delivery of service call schedules.
- Be knowledgeable about all key Mitsubishi Electric products.
- Provide phone support to our installer partners.
- Log, maintain, and report all site support calls, ensuring completion of site reports for each call.
- Ensure installation quality aligns with Mitsubishi Electric standards.
- Provide commissioning assistance.
- Analyse performance data and prepare reports.
- Liaise with Mitsubishi Electric factories, attend product development seminars and stay updated on product developments.
- Relay information and product roadmaps effectively to the wider team to develop and successfully launch new products
- Assess warranty claims.
- Ensure accurate and timely completion of all required paperwork and reports using relevant software packages.
- Adhere to health and safety practices and procedures.

Training

- Assist in the creation of **engaging and interactive online training content** for customers, including instructional videos, manuals, e-learning modules, and FAQs.
 - Develop **step-by-step guides, presentations, and technical documentation** to support customer education.
 - Collaborate with the marketing and technical teams to ensure training materials align with Mitsubishi Electric product updates and customer needs.
 - Keep training content up-to-date with the latest industry standards and technological advancements.
 - Attend factory training (both face-to-face and online) to stay current with new and existing products from the **Mitsubishi Electric Commercial range**, including packaged rooftops and Air Handling units.
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Required Skills & Qualifications:

- **Third Level Degree and/or extensive HVAC industry experience.**
 - **Proven experience** as an Air Conditioning Engineer, with hands-on expertise in installation, maintenance, and repairs.
 - Strong understanding of **HVAC system operation, troubleshooting, and energy efficiency principles.**
 - **Experience in customer training** and the ability to explain complex technical concepts in a clear and understandable manner.
 - **Content creation skills**, including the ability to develop manuals, video tutorials, and e-learning modules.
 - Strong presentation and communication skills (verbal & written), with experience in delivering in-person and virtual training.
 - Ability to work effectively both individually and as part of a team.
 - Strong organisational, time management, and multi-tasking skills.
 - Personal attributes: **self-motivated, driven, methodical, personable, optimistic, resourceful.**
 - IT Literate and competent in Microsoft packages (Outlook, Excel, Word, PowerPoint).
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Desirable Skills:

- Experience with **Learning Management Systems (LMS).**
- HVAC-related certifications such as **F-Gas certification.**
- On-Site/ Working experience of Mitsubishi Electric AC equipment

Benefits:

- Competitive package
- Professional development and training opportunities.
- Company vehicle
- Health insurance and pension scheme.
- A dynamic and innovative work environment with opportunities for career progression at Mitsubishi Electric Ireland.

Please forward your cover letter and CV to noreen@thegreendoorgroup.ie