

## Pre-Sales Technical Support

**About Us:** Here at Mitsubishi Electric, we pride ourselves in delivering innovative, high performing and competitive systems with low running costs and reduced carbon emissions. Our versatile product range is driven by advanced technology to meet the latest legislation and regulations - all designed specifically with our customers in mind. This is a great opportunity for a candidate who has an interest or background in engineering or construction and would like to apply this to providing presales, quotations and customer support to our clients. You will be working as part of our technical team, supporting our sales team and customers by selecting optimal solutions for their heating, cooling, and ventilation equipment requirements.

**Job Title:** Pre-Sales Technical Support

**Responsibilities:**

- Provide a professional service to our customers – installer network and consulting engineers.
- Support the external sales team in providing designs, equipment selections, estimate load requirements, quotations, and technical support.
- Develop an in-depth knowledge of the Mitsubishi Electric product range. You will be working with commercial heat pumps, chillers, IT cooling equipment, and AHUs.
- Interpret all requests properly and provide a specification of installation and equipment requirements ensuring all aspects of the project have been covered.
- Understand MEP (mechanical, electrical, plumbing) technical data, specifications, schedules, and drawings.
- Be able to offer useful technical guidance particularly around energy efficiency, compliance with relevant BS + EN codes, and reduction in CO2 footprint.
- Use various software tools and systems to generate compliant designs and quotations (Excel, AutoCAD, in-house selection tools).
- Maintain database of project enquiries and report on this to advise demand forecasting.
- Work with our After-Sales Technical team to assist with commissioning, service visits, and assist with enquiries on spare parts.

### Key attributes

- Excellent communication skills.
- Strong organisational skills.
- Third Level Qualification in Engineering/construction/ Design /Sustainability or a sound understanding and interest in any of the above.
- A good understanding of Microsoft Office Suite.
- Be able to work as part of a team.
- Ability and willingness to learn about new products.
- Customer focused and a positive attitude.

### Requirements:

This role would suit a candidate with 1+years' of experience but will we also consider those who have a positive attitude and a willingness to learn.

### Benefits:

There will be training provided and access to industry leading technicians to coach and mentor you. There is an excellent salary and benefits and a culture of continuous learning.

If you are interested in this role please send your CV to [noreen@thegreendoor.ie](mailto:noreen@thegreendoor.ie) .