

Aftercare and Servicing Engineer

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Job Summary

Vacancy :

Deadline : Oct 31, 2024

Published : Oct 29, 2026

Employment Status : Full Time

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

Job Description

Job Purpose:

We're looking for a dedicated Aftercare and Servicing Engineer to deliver planned and reactive servicing, maintenance, and aftercare for domestic heat pumps and mechanical systems across residential homes and apartments. Your role will be to respond to aftercare issues following on from handover. Be involved at commissioning stages when required to ensure heat pumps are running efficiently and safely. Carry out preventative maintenance with planned annual servicing. With over 14 years of industry experience behind us, our Servicing Division is FGAS-certified and SEAL-registered, working on all leading brands.

Duties and Responsibilities:

- Carry out scheduled servicing and preventative maintenance on installed mechanical systems.
- Diagnose and repair faults, escalating complex issues to the technical team.
- Support commissioning of heat pumps, MEV, and MVHR systems, completing online commissioning forms for client handover (training provided by specialist suppliers).
- Run pre-commissioning checks so properties are ready on time, flagging any outstanding works early.
- Balance and commission ventilation systems to the airflow rates set by the design team, and complete handover paperwork.
- Liaise with the ventilation validation company to resolve any discrepancies before BCAR handover dates.
- Conduct post-installation inspections and testing to verify quality and compliance.
- Record aftercare calls, service checklists, and findings in our construction cloud software, generating annual service certificates and invoices.
- Work with the aftercare, procurement, and quality teams to price, source, and cost parts in line with the aftercare policy.
- Flag problematic products or materials to suppliers, feeding findings back to the quality and ops teams.
- Support the setup and scheduling of plant maintenance contracts and carry out service works, capturing findings for external stakeholders.
- Identify remedial works during servicing and give the commercial team the detail needed to cost them for clients.
- Work safely at all times, following method statements and risk assessments.
- Maintain a professional and courteous demeanour when interacting with homeowners and tenants.
- Attend supplier, industry, and specialist training to keep your skills current.
- Occasionally assist contracts teams with troubleshooting during construction.
- **Any other duties as requested or required by the Manager or Senior Management Team.**

Person Specification:

- Qualified plumber or electrician with demonstrable experience working on heat pump systems.
- Proven track record in servicing mechanical systems within construction or MEP (Mechanical, Electrical & Plumbing) environments.
- Strong understanding of mechanical systems commonly used in construction projects, such as HVAC, heat pumps, components and pipework installations.
- Experience with refrigeration and F-Gas systems is advantageous but not essential.
- Possession of a valid Safe Pass or equivalent safety certification.
- Full, valid driver's licence

Employee Benefits:

- Competitive compensation
- Company van and fuel card
- Phone and tablet provided
- All training provided
- Company pension
- 30 days annual leave
- Active social and charity calendar
- Opportunities for career progression

This opportunity is permanent contract. It is an excellent opportunity for a candidate who wants to gain experience with a progressive and dynamic company to further their career. **McGuinness Mechanical Careers, Page # 2**

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
