

Job Description

Job Title:	Assistive Technology Technician – Ireland
Location:	Dublin Office, Ireland
Reporting to:	Head of Customer Experience
Contract:	Monday-Friday (37.5 per week), flexible working schedule

The Company

Smartbox creates technology that gives a voice to people who don't have speech. Our products include a combination of specialist hardware, software, and content, and they are used by people with disabilities across the world.

We are one of the leading companies in the field and pride ourselves on our innovative products and high levels of customer service. Everything we do is driven by a passion to improve the lives of people who use our technology.

At Smartbox, we believe everyone has the right to a voice. This is the principle the company was founded upon nearly 20 years ago, and it remains true today. Our users represent a diverse community of individuals, and we strive to support them by promoting an inclusive culture within our team.

The Smartbox Head Office is in Malvern, Worcestershire. We have a second major office in Bristol and a smaller one in Pennsylvania, US.

The Job

As an Assistive Technology Technician, you will be responsible for providing technical support to the Assistive Technology Sales Team, ensuring the seamless operation of assessment and trial devices, and assisting in resolving technical issues encountered during the sales process. The role requires strong technical skills, excellent communication skills, and a customer-focused mindset.

The main areas of focus include managing the distribution and evaluation of trial devices for individuals, providing technical support to individuals participating with a trial device and some technical repairs of customer devices.

Your role plays a crucial part in helping individuals make informed decisions about which of our products best meet their needs.

You will report to the Head of Customer Experience, and the role will be based in our Dublin Office.

Duties will include:

- Organising and managing the logistics of trial device distribution, including scheduling appointments, coordinating delivery or pickup of devices, and ensuring that all necessary paperwork and agreements are completed.
- Maintaining accurate records of trial device distribution, usage, and feedback. This documentation is essential for tracking progress, assessing outcomes, and informing future device selections.
- Serving as a liaison between trial participants, healthcare professionals, and internal stakeholders. This involves providing updates on trial progress and addressing concerns or questions.
- Ensuring that trial devices are in proper working condition and meet quality standards before being distributed to participants. This may involve conducting inspections, performing routine maintenance, and coordinating repairs or replacements as needed.
- Following up with trial participants after the trial period to gather additional feedback, address any unresolved issues, and determine the next steps with the Assistive Technology Specialist.
- Provide initial technical support for our full product range.
- Provide device repairs for our full product range.
- Be a friendly first point of contact for our customers and partners.
- Log all support queries into the CRM system.
- Update CRM records and customers as necessary to ensure knowledge is shared and customers' experiences are consistent.
- Monitor shared email mailboxes and voicemails.
- Be proactive in replying to support emails and signposting customers to relevant articles written on our Hub website.
- Liaise with other teams regularly as required.
- Work closely with coordinators in sales and service to ensure a seamless experience for customers.
- Attend and support external training days or company events when required.
- Answering customer calls to our main Smartbox phone line, redirecting to other teams where necessary and covering other teams' extensions when needed.

The successful applicant will also be asked to perform other duties on an ad-hoc basis and will need a proactive attitude to this.

Essential skills/attributes

- Candidates must be able to consistently offer a friendly point of contact for customers who need our support
- Excellent interpersonal communication skills
- A confident and friendly manner
- Excellent time management strategies, being able to quickly prioritise tasks
- Good IT skills
- Excellent written English skills
- Good attention to detail
- Patience
- Willingness to learn
- Can do attitude

Useful skills/attributes

- Understanding of assistive technology/ disabilities
- Knowledge of Microsoft Office tools and programmes
- Willingness to work with people with disabilities
- Experience in using social media

Additional Information

- Our operating business hours are 9:00 am – 5:30 pm and we require our teams to be available during these times. However, we operate a flexible working arrangement and agree that you may co-ordinate your personal working hours between the hours of 7 am – 7 pm with prior agreement with your line manager.
- A Garda vetting will be required for this role.
- You will need to maintain a deep understanding and knowledge of all our products and their uses.
- You will meet and keep in regular contact with colleagues and provide regular reports on key accounts.

Rewards and benefits

Smartbox offers comprehensive benefits including:

- 3% Company Pension.
- 25 days holiday plus public holidays.
- Laptop and home working IT kit provided.
- Flexible working.
- Benefit and Wellbeing app Yulife with store discounts and wellbeing services available.
- Annual Charity Day.
- Long Service Award.
- Training and development opportunities.
- Corporate gym membership discount.
- We are passionate about our people and offer many social events including team outings and get-togethers.

How to apply

We welcome applications from all communities and those from diverse backgrounds and groups. Please outline your experience and ability to excel in this role within your cover letter.

Diversity & Inclusion

We are proud to be a Disability Confident Employer and one of the sponsors for Purple Tuesday- the #1 brand working to improve the experiences of disabled people as customers 365 days a year. We are fully committed to the employment and career development of disabled people. To ensure everyone has an equal chance, we're always willing to make reasonable adjustments to the recruitment process. Should you require further assistance or require any reasonable adjustments to be put in place to better support your application process, please do not hesitate to contact us via email: jobs@thinksmartbox.com.

Corporate responsibility

At our company, we are driven by a passion for making a positive impact on society, minimizing our environmental footprint, and meeting the needs of our stakeholders. We have been actively working towards becoming B-Corp certified, aligning ourselves with a global movement dedicated to eradicating poverty, protecting the planet, and fostering lasting prosperity for all. To learn more about our commitment to sustainability, please visit this link: [Corporate Responsibility and Sustainability](#).