



## Job Description

**Position:** Field Tech Manager

**Location:** Ireland

**Department:** Technical

**Reports to:** Group Field Tech Manager

**Employment Type:** Full-Time

### Company Overview:

Moy is a global leader in the supply of high-performance rooftop waterproofing systems, with headquarters in the UK and Ireland. Our reputation is built on the delivery of innovative and long-lasting waterproofing solutions, combined with exceptional technical support. We serve a diverse portfolio of high-profile clients across the globe and are committed to maintaining our position at the forefront of this competitive industry.

### Job Summary:

The **Field Tech Manager** leads a regional team of Field Technicians, ensuring Moy's waterproofing systems are installed, inspected, and handed over to the highest technical standard. In addition to hands-on site support, the role sets team priorities, coaches field staff, and acts as the primary technical liaison for key contractors, architects, surveyors, councils, and clients throughout Ireland.

### Objectives:

1. Guarantee Compliance & Quality – Ensure all projects under the team's remit meet Moy specifications and warranty requirements.
2. Team Leadership – Develop, mentor, and performance-manage Field Technicians to deliver consistent, high-quality site support.
3. Stakeholder Satisfaction – Maintain strong relationships with approved contractors and project stakeholders, driving repeat business.
4. Operational Efficiency – Optimise scheduling, reporting, and CRM upkeep for all field activities.



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## Key Responsibilities:

### Technical Delivery

- Conduct and oversee pre-contract surveys, in-progress inspections, and post-completion sign-offs.
- Provide advanced on-site troubleshooting, wind-load checks, core sampling, and specification verification.
- Deliver specialist upskilling and installation training (single-ply, RBM, liquid, hot-melt) to contractors and internal staff.
- Attend pre-start, progress, and warranty meetings on major projects, presenting technical findings to stakeholders.

### Team Management

- Plan, assign, and monitor daily and weekly workloads, ensuring balanced coverage across regions.
- Coach and mentor Field Technicians, including graduates, through joint site visits and formal development plans.
- Set KPIs (inspection volumes, report accuracy, training hours) and conduct regular performance reviews.
- Lead recruitment onboarding and continuous professional development initiatives for the field team.

### 3. Reporting & Systems

- Guarantee timely, accurate site reports and photo documentation in the company CRM.
- Analyse field data to identify recurring installation issues, feeding insights back to Technical, Sales, and Product teams.
- Provide weekly activity summaries and risk reports to the Group Field Tech Manager.

### 4. Cross-Functional Support

- Partner with Area Technical Managers to align field schedules with sales priorities.
- Support Marketing by performing live product demonstrations at trade shows and training centres.



- Collaborate with R&D on feedback for new systems and accessories.

## 5. Health, Safety & Compliance

- Uphold company H&S policies; conduct toolbox talks and safety audits on site.
  - Ensure all technicians maintain required certifications, PPE standards, and method statements.
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## Required Skills & Experience

- 8+ years field experience in roofing or waterproofing systems, with 3+ years in a supervisory or lead-tech capacity.
- Deep knowledge of single-ply, RBM, liquid, and hot-melt installation practices, plus ability to read specs and wind-load calcs.
- Demonstrated competence in report writing, photographic evidence, and use of CRM/Office 365 tools.
- Proven people-management skills: resource planning, coaching, performance management, and conflict resolution.
- Full EU/UK driving licence and valid passport; comfortable with extensive travel.
- Excellent verbal and written communication skills for client-facing and internal presentations.

