



ION Science Ltd  
The Hive, Butts Lane,  
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T +44 (0) 1763 208503  
E [info@ionscience.com](mailto:info@ionscience.com)  
[ionscience.com](https://ionscience.com)

## Internal Sales Support – Sensors

### ABOUT ION SCIENCE LTD:

ION Science has over 30 years of industry experience designing, manufacturing, and supplying PID gas sensors, gas detection instruments and leak detectors for a wide range of industries and applications. We are an unrivalled worldwide Gas and Leak detection Company, with a Team of workers who strive to deliver exceptional product quality and customer satisfaction.

### MAIN PURPOSE OF JOB:

Are you passionate about protecting people and the environment? Would you like to kick off your career in one of the most prestigious gas detection companies in the world? If you have a keen interest in technical products and enjoy problem solving, this role is for you!

This new role within our fast-growing sensor business will provide key administrative, technical and sales support to end users as well as sales and service teams located around the world. The position ensures a continuation of the highest level of customer satisfaction.

This position would be ideal for anyone who is wishing to learn and develop within an innovative company possessing an interest in health and safety, the environment, hi-tech electronics, and pride in handling queries in a timely, professional and accurate manner.

### CONTACT DETAILS

Deborah Norris – Support Services Manager  
[Jobs@ionscience.com](mailto:Jobs@ionscience.com)

### THE ROLE

The role will report to the Business Unit Manager (Sensors) and will involve the following:

- Learning all aspects of the ION Science business, range of products and technologies
- Fully understand industry sectors our products are used in and applications our products are used for
- Provide support to the international sales team as well as end users, across our range of existing products
- Create lasting relationships with our subsidiary and networks. Providing dynamic frontline contact and representation of Ion Science with relevant Territory / Sales Managers
- Be the main point of contact for the sensors sales telephone line and the live web chat

Unrivalled Gas Detection.

ION Science Ltd  
Registered in England No. 2359038 VAT No. GB 532 2024 00



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function on the .com website directing calls throughout the business as necessary. Handling all sales enquiries, sharing relevant information with marketing and relevant subsidiaries

- Request sales quotes on behalf of the Sensor Specialist and Sensors Business Unit Manager and send them to the prospective customer, subsidiary or distributor if requested
- Liaise with team members to better understand applications and identify new market opportunities where possible
- Work alongside customer focused support teams to offer solutions to customer challenges both internally, with quality control and the sales team as well as externally with our end user
- Work alongside the Sensor Specialist and Sensors Business Unit Manager and international partners to obtain accurate and up to date 90-day forecasts
- Utilise existing software systems available to ensure product improvement feedback is logged through the correct channels. Customers must be answered in a full and timely manner and feedback must be communicated with team members
- Regularly contribute to JIRA (A customer Feedback and Change Management System) to ensure that all product support challenges are correctly documented
- Work alongside internal and external sales teams to deliver a technical solution involving our products and services
- Provide internal support and cover of various duties in the absence of departmental team members. This may include liaising between sales and production, receiving and processing orders, and processing service calls

## THE PERSON

This is a customer-facing role and the person appointed will be:

- Fun!
- Committed
- Focused
- Have user empathy, and an aptitude for using this to foster user relationships that resonate and engage
- Have a technical predisposition, and the desire to learn
- Understand the pressures of achieving sales targets
- Solutions driven
- Confident
- Knowledgeable
- A problem solver
- Trustworthy



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It would be an advantage for candidates to possess the following; however, these are not essential as training will be provided for the successful candidate where needed:

- Knowledge of SAP, CRM and an issue management tool is an advantage; however, the successful candidate shall receive all necessary training
- Hold qualifications in a scientific discipline (STEM HND + experience or STEM degree)
- Have experience in a technical or manufacturing background

## **BENEFITS**

This position offers good terms and benefits including:

- 25 days (+ Bank Holidays) annual leave, increasing with service
- Pension contribution
- Healthcare
- Bike Scheme
- Life Assurance
- Trips away

**FUN – EMBRACE CHANGE – RESPONSIVE – RESPECTFUL – CHALLENGE – COMMITTED**

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