



The function of the Field Service Engineers to provide expert hands-on technical expertise in all aspects of installation, commissioning, basic customer training, maintenance, fault-finding and customer support in respect of the company's products, such as state of the art Mass Spectrometry instrumentation and technological solutions for the academic, clinical, government and industrial research markets and users across a wide applications field. Home Office based in the region of Luzern/Tessin.

Field Service Engineer MALDI Biotyper/ESI-TOF (f/m)

Responsibilities

Working as a member of the Service Team involved in the installation, maintenance, service and technical support of our range of instrumentation, duties will include:

- familiarization with specific instrumentation prior to installation from issued documentation and/or participation in the final testing process in the factory
- liaise with customers and colleagues in the site planning process prior to installation
- inspect, install, set up, test and achieve specifications of systems and accessories at customers' sites, and deliver basic operator training
- carry out breakdown and planned maintenance at customers' sites as part of a team, with rapid response where necessary
- provide technical support and assistance to customers and to colleagues, either directly or by remote diagnosis
- carry out procedures necessary to validate systems to certifiable standards
- provide technical input to the sales team in non-routine sales cases
- frequent travel within the EMEA region and occasionally abroad is an essential part of the job.

Activities will cover all products manufactured or represented by the Company. Specialism in certain products, technologies or ranges may form an additional responsibility that will make use of acquired skills and experience. Accurate record keeping and timely submission of documentation is pre-requisite.

Qualifications

- outgoing and good at building relationships through inspiring trust and confidence
- a professional image and a very high standard of personal presentation
- self-motivation and a willingness to work with others toward a shared goal
- the ability to contribute to a team effort, yet to accept responsibility for an individual role within the team
- excel at continual learning in a rapidly advancing technological area.
- a tertiary level qualification in electrical or electronic engineering, physics or a related discipline or be able to demonstrate a similar level of knowledge and skill gained by practical experience
- a solid technical or scientific background gained in industry or academia
- a current and valid driving license
- no visa or other restriction preventing travel in the USA or EU.
- the capacity to take responsibility for the complete installation and commissioning of sophisticated instrumentation and to instruct users in its basic operation
- ability to diagnose causes of malfunction and to actively resolve customers' service problems
- good computer literacy, including familiarity with data system hardware and industry standard operating systems
- fluent in English and German (C1 Level)
- French or Italian knowledge of advantage

Contact

Do you like being on the forefront of technology? Then we are looking forward to receiving your complete [online application](#) with photo and this reference number 2017-4638. Please note that we only accept online applications.