

FIELD SERVICE ENGINEER - GERMANY

HOURS: 40

JOB DESCRIPTION:

Report to: Service Manager, Europe and Africa
Based in Germany

About SCION Instruments

SCION Instruments designs, manufactures and sells GC, GC-MS and HPLC systems, alongside a full range of accessories, consumables and support services. In addition to this, we also develop the CompassCDS™ Stand-alone, Client-server Chromatography Data Systems, MS Workstation, and Sample Streamers.

SCION Instruments has facilities in: Livingston - Scotland, Goes - Netherlands, and the USA. We also have manufacturing resources in Shanghai - China. SCION Instruments are part of the Techcomp Group of Companies.

More information is available at www.scioninstruments.com.

Job Description

The Field Service Engineer – germany (FSE) will be responsible for managing all aspects of field service support, customer relationship management and providing detailed service reports to the customer. The successful candidate will provide service on gas chromatography systems, including installation, repairs, preventative maintenance, and instrument qualifications. They will also coordinate resources and work with the Service Team to deliver technical expertise to customers with high-quality results to ensure high-customer satisfaction.

Field Service Engineer Responsibilities:

- To install and support the SCION product range
- Work as part of an experienced team offering first class customer support
- Perform installations of new instruments, followed by customer training and support
- Carry out preventative maintenance on systems according to defined protocols
- Ensure breakdowns and troubleshooting have a 48 hour response time
- Communicate effectively with customers and team regarding scheduling, repair or maintenance needs, part requests, expectations and outcomes
- Install software and hardware upgrades
- Work closely with the sales team to identify sales opportunities
- Complete validation of instrumentation; IQ/OQ/PQ
- Accurate reporting of all service jobs using Salesforce in a timely manner
- Maintaining accurate inventory of spare parts
- Factory training will be provided

Field Service Engineer Requirements:

- Bachelor's degree in science, engineering, or a related field.
- Experience working for a manufacturer in the same field.
- Proven experience in field service role.
- Proficient in all Microsoft Office applications, and CRM software.
- Experience in GC troubleshooting
- Familiar with Scion instrumentation and software would be an advantage
- Must be prepared to cover all of Germany and be flexible with travel across the wider region, including staying away overnight
- Exceptional customer service skills.
- Excellent communication skills.
- Experience with other analytical instrumentation such as HPLC, LCMS, FTIR, UV, TOC, ICP would be beneficial but not essential
- Experienced in working in regulated environments such as GLP/GMP
- Ability to work well in a team and ability to make your own decisions.
- Excellent presentation skills.
- Proficient in English. Additional languages are an advantage.
- Willingness to travel up to 100% of your work schedule