

RECRUITMENT JOB DESCRIPTION & APPROVAL FORM

The company provides a breakthrough molecular platform that delivers easy to use, cost efficient, multiplex analysis for several Molecular and Protein assays. We collaborate with leading researchers and build strategic partnerships with diagnostics, biotechnology, and pharmaceutical companies to build their pipeline of new products, especially in the infectious disease area.

Requesting Person / Dept.:	Marc Macon, Director of Instruments	Date Position Needed to be Filled:	ASAP
Job Title:	Field Service Engineer / Senior Field Service Engineer – West Coast	Salary Range:	
Position Objective:	The Field Service Engineer will provide high quality service support including system installation, preventive maintenance, troubleshooting, and repair at customer sites. This position will preferably be based out of the Los Angeles/Orange County, CA area.		
Essential Functions:	<ul style="list-style-type: none"> • Complete on-site system installation, performance qualification, preventive maintenance (PM), troubleshoot, and repair in a timely manner. • Communicate with customers in advance to successfully prepare for on-site system installation. • Provide prompt and thorough follow-up with customers after each field service visit. • Complete field installation documents, PM Checklist, and service repair reports diligently. • Manage service parts inventories efficiently. • Assist in investigating mechanical, electrical, optical, and software issues for Failure Modes and Effects Analysis (FMEA) and implement Corrective Action Preventive Actions (CAPA). • Provide constant customer feedback for product improvement. • Ensure high quality service is provided to both external and internal customers for continued success and satisfaction. • Perform other related duties as required and/or assigned. 		
Education:	<ul style="list-style-type: none"> • BS/BA, AA/AS degree in Electrical or Mechanical Engineering or related degree. Technical Military experience and/or job experience can substitute for degree. 		
Experience/Requirements:	<ul style="list-style-type: none"> • Field Service Engineer with 3+ years of experience is highly preferred. • Prefer working in Life Science, Medical Device, or related fields. • Hands-on experience with liquid handling robot and/or optical detection systems are highly desirable. • Exceptionally organized to prioritize multiple tasks efficiently. • Manage and maintain proper field service records diligently. • Detail oriented to analyze and troubleshoot complex system level issue effectively. • Strong interpersonal skills with an outgoing personality to build excellent customer relationships are essential. • Strong time management skills can work well under pressure to meet customer/company deadlines. • Collaborates with others in a team-oriented environment. • Excellent written and verbal communication skills. • Capable MS Office, CRM and appropriate software skills required. • Must be able to travel overnight up to 70% of the time. • Required valid Driver's License with safe driving record. 		

Working Conditions:	<ul style="list-style-type: none">• Works in a laboratory environment• Able to safely lift, push and pull 50 pounds with assistance.• Capable to bend, squat, stretch, and reach when performing service and repair work.• Ability to work safely around hazardous chemicals and infectious agents.• Willingness to work overtime and flexible schedule as needed.
Note:	
Approved by & Date	