

Installation and Service Engineer, North America

How would you like to combine your love of travelling the United States with your passion of hands-on engineering?

You'll travel all over North America for this role so you'll need to be a good flyer!

You probably want to know what's involved

You'll be providing and delivering installations, technical support, training, and service visits at research institutes and online so your general understanding of optics, electronic mechanics, programming and neuroscience applications will be very much utilised. You'll also help with the development of service packages in North America and begin to promote them alongside the US sales team, so a little negotiation know-how might come in handy.

Like many roles, there'll be admin, documentation and stock handling so you'll already have the organisation skills ready to take it on alongside your confidence and ability to offer continuous improvement advice on everything you and your team provides.

You'll be working remotely unless you're travelling of course which is a minimum of 50%, the travelling aspect is not for everyone, so we like to be honest from the get-go. Our current installation and service engineers are based in the UK, but our US sales team work remotely, too, so you'll have plenty of online support if you need it.

You might like to know that the products you'll be working with make their way to top research institutes all over the world. That's who you'll be visiting. The products allow researchers to gain a better understanding of the nervous system and neurological diseases such as Alzheimer's, Parkinson's and Epilepsy.

By the way, if you're wondering about qualifications, it'd be great if you're educated to degree level in Life Sciences, Physics or Engineering.

You'll also need to know a bit more about what's on offer...


- \$70,000-75,000 per year
- 14 days paid vacation *plus* public holidays
- Paid vacation days between Christmas Day and New Year's Day
- Buying Additional Vacation Days Scheme
- 401k Pension Scheme
- Death In Service Cover
- Income protection cover (sickness, disability)
- Employee Assistance Programme

The contractual Job Description is below and if you'd like to apply or have got some questions just pop an email over to Steph at people.services@scientifica.uk.com.

Everyone will get a response.

JOB PROFILE: Installation & Support Engineer

INCUMBENT'S NAME	
JOB TITLE	Installation and Support Engineer / Senior engineer
BUSINESS UNIT	Operations
LOCATION	USA
REPORTS TO	Service and Support Manager
OBJECTIVES / PURPOSE OF JOB	<p>Installation and service of imaging systems, electrophysiology manipulator systems and other products across the Scientifica product range.</p> <p>On-site installation, commissioning and service of imaging systems, electrophysiology manipulator systems and other products across the Scientifica product range.</p> <p>Service and remote technical support on Scientifica systems for the North America userbase and North America Sales Team.</p>
KEY ACTIVITIES / RESPONSIBILITIES	<p>On-site commissioning, functional and performance testing of Scientifica systems and products as required within the territory.</p> <ul style="list-style-type: none"> • Deliver on-site installation & service including on-site customer training on product use • Assist in the development of Service packages in North America • In collaboration with the North America Sales Team, promote service package and spares sales in the territory • Provide technical support to customers on Scientifica systems and software, via email, telephone and remote access • Accurate updating of activity records (Installations / Service visits) using company CRM system • Accountability for Service exchange stock deployed in the territory and occasional maintenance of the stock • Advise sales team and customers on system configuration and applications • Contribute to technical documentation on new and existing products • Contribute to continuous improvement of product, processes and procedures • Comply with all Scientifica Quality and Health and Safety procedures • Undertake reasonable additional duties as requested by Operations Management team. • Honour our company values:

	
KEY PERFORMANCE INDICATORS	<ul style="list-style-type: none"> • Well planned and efficiently executed installations • Timely resolution of faults • Accurate updating of reports and records • Customer satisfaction feedback
KEY RELATIONSHIPS	<p>Internal: Service & Support, Sales, Operations, Engineering</p> <p>External: Customers, Suppliers and Collaborators</p>

CANDIDATE PROFILE:

QUALIFICATIONS / TRAINING	Relevant Degree level qualification in Life Sciences, Physics or Engineering or equivalent experience
EXPERIENCE REQUIRED	<ul style="list-style-type: none"> • Comfortable handling complex scientific instrumentation (capital equipment). • Sound understanding of key concepts of optics, electronics mechanics, programming, neuroscience applications. Proven expertise in one or more of those fields is a plus. • Experience (either Laboratory or commercial) in the use of laser scanning microscopy and associated hardware.
COMPETENCIES	<ul style="list-style-type: none"> • Ability to think analytically and creatively to solve problems on the spot. • Demonstrable experience of troubleshooting precision electro-mechanical and optical components / software issues. • Flexible and self-motivated approach with an ability to work to a high standard with minimal direction. • Fluent English is essential, written and spoken.

- Ability to operate away from the office with minimal supervision
- Must be comfortable with frequent travel (50% of time at customer sites)
- Must be comfortable with occasional international travel (UK training 1-2 times per year)
- Confident, well organized and able to work in a fast-paced environment with a proactive mindset.
- Attention to detail is essential.
- Proven competence in transfer of knowledge is essential.
- Strong oral and written communication skills – the ability to listen and communicate at a high level
- Good organisational and timekeeping skills with the ability to prioritise
- Ability to work both independently and as part of a team and to stay calm with a logical approach under pressure
- A strong team player with a desire to represent the company at the highest standard.
- Full, clean, Driving Licence

EMPLOYEE’S ACCEPTANCE

I, [Employee name], agree to accept the Job Description is a guide only and will be periodically reviewed due to the evolving nature of the business. I understand I will be required to take on other tasks and responsibilities from time to time depending on the business needs for this role.

Signed Date