

## JOB PROFILE: Installation and Technical Support Engineer

<b>INCUMBENT'S NAME</b>	
<b>JOB TITLE</b>	Installation and Technical Support Engineer
<b>BUSINESS UNIT</b>	Operations
<b>LOCATION</b>	Uckfield (with significant UK & international travel)
<b>REPORTS TO</b>	Installation and Technical Support Manager
<b>OBJECTIVES / PURPOSE OF JOB</b>	<p>Technical and application support on Scientifica systems, externally and internally</p> <p>In-house functional and performance testing of imaging systems, electrophysiology manipulator systems and other products across the Scientifica product range.</p> <p>Onsite installation and commissioning of systems in the UK and internationally.</p>
<b>KEY ACTIVITIES / RESPONSIBILITIES</b>	<ul style="list-style-type: none"> <li>• In-house commissioning, functional and performance testing of Scientifica systems, to a defined timescale as required by Customer and Company shipping schedules.</li> <li>• Onsite commissioning, functional and performance testing of Scientifica systems and products as required within the UK or overseas.</li> <li>• Deliver onsite non-scientific customer training / support and service visits</li> <li>• Providing technical support to customers on Scientifica systems and software, via email, telephone and remote access</li> <li>• Support the Engineering and Software Development teams in testing of new products</li> <li>• Undertaking demonstrations on systems where necessary</li> <li>• Accurate updating of activity records (Preinstallations / Installations / Service visits)</li> <li>• Advise sales team and customers on system configuration and applications</li> <li>• Produce training and technical documentation on new and existing products</li> <li>• Compliance with all Scientifica Quality and Health and Safety procedures</li> <li>• Provide training to other business units on new products, features or applications</li> <li>• Act in line with our company values: Trust, Customer Focus, Innovative, Passionate, Teamwork, Flexible, Quality</li> </ul>
<b>KEY PERFORMANCE INDICATORS</b>	<ul style="list-style-type: none"> <li>• Performance objectives</li> <li>• Accurate updating of reports and records</li> <li>• Customer satisfaction feedback</li> </ul>

<b>KEY RELATIONSHIPS</b>	<p>Internal: Production, Operations, Management, Service, Sales, Engineering.</p> <p>External: Customers, Distributors</p>
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## CANDIDATE PROFILE:

<b>QUALIFICATIONS / TRAINING</b>	Relevant Degree level qualification in life sciences, physics or engineering
<b>EXPERIENCE REQUIRED</b>	<ul style="list-style-type: none"> <li>• Experience (either Laboratory or commercial) in the use of laser scanning microscopy and associated hardware (would be beneficial)</li> <li>• Comfortable handling complex instrumentation (capital equipment)</li> <li>• Have a general understanding of key concepts of optics, electronics mechanics, programming, neuroscience applications. Proven expertise in one or more of those fields is a plus</li> </ul>
<b>COMPETENCIES</b>	<ul style="list-style-type: none"> <li>• Ability to think analytically and creatively to solve problems on the spot</li> <li>• Demonstrable experience of troubleshooting precision electro-mechanical and optical components / software issues</li> <li>• Proven competence in transfer of knowledge is essential</li> <li>• Flexible and self-motivated approach with an ability to work to a high standard with minimal direction</li> <li>• Fluent English is essential, written and spoken. Another European language is a plus</li> <li>• Ability to operate away from the office with minimal supervision</li> <li>• Must be comfortable with frequent international travel: <ul style="list-style-type: none"> <li>○ to provide on-site support and preventative maintenance</li> <li>○ determined by customer support demands, at times with minimal notice</li> </ul> </li> <li>• Confident, well organized and able to work in a fast-paced environment.</li> <li>• Attention to detail is essential</li> <li>• Strong oral and written communication skills – the ability to listen and communicate at a high level with clients is a must</li> <li>• Good organisational and timekeeping skills with the ability to prioritise</li> <li>• Ability to work both independently and as part of a team and to stay calm under pressure</li> <li>• A strong team player with a desire to represent the company at the highest standard</li> <li>• Full, clean, Driving Licence</li> </ul>

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 .....