

Job Title: **Field Service Engineer – LC/MS**



Department: **Service**
Reports To: **Director of Operations**
FLSA: **Exempt**
FTE: **1.0**

Job Summary

The **Field Service Engineer** installs, configures, troubleshoots, and maintains products/equipment. Identifies, analyzes, and repairs product failures, orders, and replaces parts as needed. Researches and answers customer questions about product features, issues, and upgrades. Performs start up testing, and customer training on features and general maintenance of product. Solid knowledge of the organization's products and services. Work is generally independent and collaborative in nature.

General Accountabilities

- Maintain a strong commitment to Quality.
- Communicate and troubleshoot with customers.
- Obtain technical support as needed to adequately complete job.
- Thoroughly and accurately identify parts and supplies needs; notify Director of Operations when parts need to be ordered.
- Meet or reduce the time allocated for each job. Thorough completion of work to eliminate rework or warranties.
- Complete jobs within the scheduled time frames. Accurately record work starting and finishing time on each project.
- Complete written service report (work orders) of work performed.
- Ongoing communications of the status of each job with the Director of Operations.
- Communicate additional job requirements promptly to Director of Operations.
- Economical use of supplies and materials.
- Careful use of company-owned equipment and tools. Return tools to appropriate storage location or work area after use.
- Advise Director of Operations of any problems or conditions that could affect productivity.
- Refurbish, repair and test pumps, generators, compressors, and accessories.
- Service customer's equipment and/or install accessories in-shop as assigned.
- Complete checklists for equipment refurbishment.
- Performing basic maintenance on company equipment as required.
- Continuously upgrade skills to keep up with the changing technology.
- Observe and perform all safety rules and precautions.
- Maintain appearance suitable to represent company.
- Inspect work areas to ensure cleanliness at least equal to the condition before work began.
- Maintaining a self-motivated, positive, and outgoing attitude.
- Any other duties/tasks as assigned or requested by the Director of Operations or CEO.

Job Qualifications

- Education: High School Diploma or equivalent.
Associate or bachelor's degree preferred or two to four years related experience and/or training; or equivalent combination of education and experience.
- Experience: Instrumentation troubleshooting, and repair of analytical equipment, accessories and peripheral devices associated with the equipment demonstrate proficiency in one of the following areas: LC/MS, Agilent, Shimadzu, Waters, Thermo; and understanding of pumps, generators and autosamplers.
- Clean and Valid Driver's License, NYS preferred.
- Comprehensive understanding of technology in the analytical equipment service industry.

Physical

- Ability to operate motor vehicle.
- Dexterity, full use of senses including capability to sit, stand for prolonged periods, walk, climb, reach, bend and maneuver around equipment and work areas.
- Some lifting and or moving in excess of 20-50 lbs.

Skills

- Written and verbal communications, and the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Write routine reports and correspondence. Speak effectively before groups of customers or employees of the organization.
- Math – using formulas for Standard Deviation, calculator, etc.
- Operation of telephone, cell phone, voicemail, computers & computer software and computer software, email/internet, copiers and calculators.