

## Job Description: Field Service Engineer

### The Top Line

This is your chance to join an awesome, growing and fast-paced company supporting UNbelievably cool life science products! We're building out our field service team, and you're coming in just in time to make your mark on our future. It's time to apply that oversized brain of yours to help us solve field problems and delight our customers.

We're looking for a high-energy go-getter who is ready to do whatever it takes to grind through problems, deliver great services, and generally make happy customers for our complex life-science products. This job is all about breaking the mold and finding innovative ways to improve customer support.

### The Job

- On-site field support engineer, deliverer of preventive services, installer of cool stuff, and customer relationship builder
- Super-flexible environment, you schedule your calls, we're here to support you and make you successful
- Work across the org with smart scientists, other engineers, and the rest of us to get things done
- Significant travel (really)

### Responsibilities

- Install, repair, and maintain complex automated workflow solutions and protein analytical equipment in science labs at our customer sites
- Provide remote support and troubleshooting help, and maybe even pep talks, to our customers
- Be a customer advocate, give us the real scoop about what's going on, and help us get better
- Do the reporting and paperwork – we don't like it either but if you think of a way to make it easier by all means speak up!

### Qualifications

- Proven field service experience supporting complex scientific equipment in the life science industry
- Ability to troubleshoot and repair complex electro-opto-mechanical equipment
- UNafraid of a lab environment! Know how to pipette stuff, and you get the science at least at a basic level
- Have excellent attention to detail, good housekeeping and organization skills
- Great communication skills
- Be gritty, find a way when it looks like there isn't one, bring energy, love what you do
- Bachelors of Science degree or higher in a technical field