

Job Description: Field Service Engineer-West Coast

The Top Line

This is your chance to join an awesome, growing and fast-paced company creating UNbelievably cool life science products! We're building out our field service team, and you're coming in just in time to make a huge difference. If you're psyched about solving challenging technical problems and delighting customers with your service skill, this is the place for you.

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

The Job

- On-site field support engineer, how delivers preventive services, installs cool analytics tools and large-scale lab automation systems, and builds great customer relationships
- Super-flexible environment, you schedule your calls, we're here to support you and make you successful
- You'll get to 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 love it either but if you think of a way to make it easier by all means bring your ideas!

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 know 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