



Field Service Engineer

COMPANY:

At Nexcelom Bioscience, we design, develop, and manufacture innovative devices for cell-based assays. We combine the most advanced material science, polymer manufacturing technologies, optical materials, and instrument design to provide a new generation of assay devices that provide new tools for cell-based assays.

JOB SUMMARY:

Nexcelom Bioscience has an immediate opening for a Field Service Engineer to be based at our Massachusetts corporate headquarters. The Field Service Engineer's duties are wide ranging and include; maintenance, repair and calibration of Nexcelom's cell imaging and analysis systems both at the factory and at customer sites, provides technical support directly to customers via Email and phone, collaborating with team members to find innovative solutions and provide technical expertise. The successful candidate must be resourceful, comfortable communicating technical issues to lab managers and scientists, is responsive to the needs of customers and colleagues and is passionate about field service engineering. This individual can thrive in a dynamic work environment with multifunctional teams as well as function independently and must be able to meet time sensitive deadlines in addition to being adaptable to rapidly changing priorities.

PRINCIPAL DUTIES & ACTIVITIES:

- Perform service activities, including product maintenance, repair and calibration
- Conduct debugging and root cause failure analysis
- Document activities
- Actively represent service department on product development and technical support teams
- Perform service on Demo equipment as needed
- Recommend product improvements based on both internal and field experiences
- Expected travel up to approximately 60%. Primarily continental US with occasional international travel.

QUALIFICATIONS:

- Minimum 2-year degree or equivalent in an Engineering discipline
- Excellent verbal and written communication skills.
- Experience with Life Science equipment and devices (electronic, mechanical and computer-based technologies) for use in clinical or research applications
- Experience working in a Field Service Engineering role.
- Ability to debug electromechanical systems and to conduct root cause failure analysis
- Knowledgeable using test equipment such as Multimeters, Oscilloscopes, Micrometers etc.
- Familiarity with computers and computer hardware
- Experienced with Windows based operating systems and applications such as Word, Excel etc. Familiar with database management systems a strong plus
- Familiar with protocol required for working in a Life Sciences laboratory environment.
- Experience with optical systems a plus.
- Ability to work effectively with teams to accomplish organizational goals
- Can expect to occasionally lift objects up to 60 Lbs.