



## **Field Service Engineer – LC / LCMS**

The Field Service Engineer (FSE) is the face of SeqGen to customers. Field Service Engineers provide outstanding customer service to clients while installing and maintaining diagnostic instrumentation. The FSE provides frontline support by resolving customers' problems and issues through technical expertise and troubleshooting. The FSE has the opportunity to help drive service revenue sales while ensuring strong customer contract retention rate. The FSE uses critical thinking to resolve issues within defined procedures and practices to determine the appropriate action to rapidly repair instrumentation. FSEs provide training to our customers and verify the operational performance and data quality of systems in order to contribute to our overall team success.

### **Responsibilities:**

- Displays professionalism, understanding, tact, fairness, and technical knowledge in all customer interactions
- Communicates with customers, dispatch coordinator, and direct supervisor effectively to ensure internal operation efficiently and maintain high level of customer satisfaction
- Repair, install, diagnose, and maintain a variety of laboratory equipment products
- Performs routine preventive maintenance on a variety of laboratory equipment, including proper completion of checklists and documentation of all work performed
- Provides guidance and training to customer personnel in establishing basic operation, maintenance, and techniques.
- Analyzes review and inspection findings to determine source of problem, and performs repair, replacement, or other corrective action.
- Reviews service reports and documentation from customers and other field representatives and inspects malfunctioning or damaged product to determine nature and scope of problem.
- Proactively seek out additional learning opportunities both inside and outside of the region
- Supports the Quality System and Quality Policy by following procedures/work instructions and creating records to meet the requirements of the Quality System Regulation and ISO registration.
- Provides feedback to product quality teams.
- Accurately document field service activities, including service reports, expense report and timely submit through the required systems.
- Effectively manage company assets to include company vehicle, computer, parts, test equipment, and tools.
- Travel, often on short notice, to customer sites to perform services.
- May be required to perform other related duties as required and/or assigned.



### **Required Qualifications:**

- Effective communication skills, both oral and written
- Uses effective questioning to identify customer needs
- Ability to self-direct and requires minimal oversight
- Participates as a positive influence on the team
- Quickly adapts to change with positive and constructive feedback
- Maintain a valid US driver's license and safe driving record.
- Must be available to travel overnight up to 90% within the territory or other areas as required
- Ability to bend, squat, stretch, and reach on a daily basis in a service function
- Ability to work in a fast paced and high stress environment

### **Preferred Education or/and Experience:**

- **Prior experience using and/or servicing liquid chromatography/mass spectrometry or related scientific instruments.**
- **Bachelor's degree (B.S./B.A.) in Life Sciences, Chemistry, Engineering.**

### **Working Conditions:**

Frequent travel to customer site is required and ranges from 30-90% of work time. Is required to lift up to 60 lbs. May be required to stand for long periods of time while performing duties. Must be able to work safely with chemicals and hazardous materials. Must be able to work hours required to get the job done.

### **Location:**

The territory primarily covers East Coast or West Coast area, location will be determined during training.

### **Benefits offered:**

- Paid time off
- At least 50% match health insurance on select plans
- 401(K) with 5% match
- Travel per-diem
- Life insurance
- Personal Protection Equipment (PPE)

**Please email your resume to [career@seqgen.com](mailto:career@seqgen.com)**