

Belgium Jobs Expertini®

Engineer II, Field Service

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Company: Thermo Fisher Scientific

Location: Belgium

Category: computer-and-mathematical

The job:

Do you want to be a part of a company known to be a fast-paced global leader in serving science? Are you passionate about making a difference and providing professional service for high-tech equipment? This is a great opportunity to work in a global company dedicated to improving the human condition and advancing research in industry. Our systems and valuable services enable our customers to conduct ground breaking scientific research and develop Nobel Prize winning techniques.

You will become a part of the Nordic Laboratory Products Division's Field Service team, servicing a range of equipment such as Biological Safety Cabinets, Centrifuges, CO2 Incubators and Freezers. You enjoy being on the road and can expect to be travelling up to 30% of your time, to our customer sites within The Benelux.

This role suits someone who enjoys working in a high-paced environment. Your proactive approach, team spirit and eagerness to continuously develop your skills are what will ultimately drive our success. Our organization is developing, and we guarantee an interesting and ambitious position in an international environment with opportunity for professional and personal growth.

You will perform all service activities in line with internal rules and customer regulations and assure responsive telephone support and diagnostics, as well as on-site services to exceed our customers' expectations and support them in using Thermo Fisher Scientific products.

This is a field-based role, supporting customers across The Benelux. You will be on the road 4 to 5 days per week, with occasional overnight stays required.

What will you do?

Performing field service activities, including on-site installation, validations, preventive maintenance and system repairs.

Solving a broad range of problems of varying scope and complexity

Coordinating your own work schedule with direct colleagues, service operations and management.

Instructing customers in the use of our instruments to ensure safe and effective customer operations

Providing proactive and responsive technical telephone and email support, ensuring that our customers are successful in the use of their instrumentation

Producing timely and accurate reports of your activities: service reports and expense reports

Assuring the highest level of Customer Experience to achieve customer satisfaction and loyalty

Providing sales leads to account manager

Providing feedback to support teams for correcting system documentation and updating procedures.

Who we are looking for: (input experience, skills & abilities)

Typically requires a qualification or equivalent experience in mechatronics, electronics/engineering or other applicable experience in a high-tech environment.

Analytical trouble shooting and problem-solving abilities

Excellent hand-eye coordination and manual dexterity

IT skills

Driving license required

Excellent communication skills in English, verbal and in writing.

Independent, service-minded and informative in the approach towards customers

Highly organized, on top of things and in control of administrative work, including service reports and customer queries, also when being in the field and the pace are high

A strong team contributor, working remotely with the ability to connect with colleagues in the region

Commercial mentality

A natural curiosity about staying up to date with trends in technology and IT

Self-starter, loves to be challenged

We offer motivating and multi-divisional tasks in an innovative working environment.

What's in it for you:

Competitive package

Excellent benefits – 10% Commission scheme, Company car, Mobile Phone and Laptop

Training, career progression and opportunities within a world leader in serving science.

About us:

Thermo Fisher Scientific Inc. is the world leader in serving science, with annual revenue exceeding \$25 billion. Our Mission is to enable our customers to make the world healthier, cleaner and safer. Whether our customers are accelerating life sciences research, solving sophisticated analytical challenges, improving patient diagnostics and therapies or growing efficiency in their laboratories, we are here to support them.

Our distributed team of more than 90,000 colleagues delivers an outstanding combination of innovative technologies, purchasing convenience and pharmaceutical services through our industry-leading brands, including Thermo Scientific, Applied Biosystems, Invitrogen, Fisher Scientific, Unity Lab Services and Patheon

With Thermo Fisher Scientific, it's not just a career. It's a chance to realize your best – expertly and personally.

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