

Job Title:	Field Service Engineer	Position Type:	Full Time
Location:	Laughton, East Sussex	Travel Required:	50%
HR Contact:	personnel@quorumtech.com	Date posted:	February 2019
Job Description			
<p>PURPOSE OF JOB</p> <p>To ensure that Quorum Technologies will continue to meet the needs of our customers and continue to drive aftermarket profitability, we are recruiting a further field service engineer. This is an exciting opening to join a progressive Scientific Instrument company working within a commercially driven environment, with emphasis on delivering high quality and value for money products to our global customer base. You will be working with a highly skilled and motivated team that is keen on developing best practice</p>			
<p>ROLE AND RESPONSIBILITIES</p> <ul style="list-style-type: none"> • Installation of our Cryo Sample Preparation systems and other related products around the world • Providing technical support on all Quorum products for all our customers and distributors/agents • Training of customers and distributors to use Quorum products • Maintenance, fault-finding and repair activities on customer sites and Quorum premises • Ensuring standard service reports are prepared and recorded for all service jobs • Feedback of installation and field issues to the business through the appropriate tools and processes • Monitoring of cost effectiveness of repairs, maintenance and installations • Liaising with customers on repairs and repairing the subsequent instrument returns • Occasional attendance at trade shows and international exhibitions • Monitoring customers' issues through the defined business tools as they are raised and ensuring that they are responded to appropriately by staff or partners • Occasional building of instruments and sub-assemblies from parts as required by peak loads in the factory 			
<p>QUALIFICATIONS AND EDUCATION REQUIREMENTS</p> <ul style="list-style-type: none"> • Either at least 5 years of experience in a service engineer role with HNC/HND in a mechanical / electrical subject or qualified to degree level with a minimum of 3 years of relevant experience. • A full, clean UK driving licence. • Good colour perception, ability to pass colour perception test. • Computer literate 			
<p>REQUIRED EXPERIENCE</p> <p>The successful candidate must be able to demonstrate that they have:</p> <ul style="list-style-type: none"> • Worked in a field service role installing and supporting technically complex equipment • A sound Mechanical Engineering background and knowledge of low volume manufacturing techniques. • Experience gained within an electro-mechanical manufacturing business. • Remote technical support experience with customers • Ability to read and interpret correctly electrical/electronic and mechanical engineering drawings • Ability to follow circuit diagrams so as to build instrument point-to-point wiring looms from single cables, to form looms and tie-wrap 			

PREFERRED EXPERIENCE

While not essential, the following experience would be a distinct advantage:

- Cryo or vacuum related product build/installation/technical support experience
- Experience in working or living outside UK
- Quality processes such as Six sigma or 8D
- Hands-on mechanical assembly of machined precision engineered parts
- Familiarity with best practice for field service reporting
- Experience of training customers on technical equipment

REQUIRED SKILLS

- Excellent written and oral communication and presentation skills in English.
- Strong communicator
- Strong analytical skills.
- Excellent planning and organising skills.
- Computer literate (MS Office, SolidWorks and ERP/MRP systems).
- Strong time management and prioritisation capabilities.
- Hands-on approach and demonstrated ability to influence others without having direct authority.
- Willingness and motivation to work under pressure and to deadlines.
- Foreign language skill would be an advantage.
- Ability to work autonomously
- Must be of smart appearance as will be the company representative on site

REPORTS TO:

Engineering Director

LINES OF COMMUNICATION TO:

Sales, Operations, Design, Customers

ADDITIONAL NOTES

NA