

Engineer III, Field Service

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Company: Thermo Fisher Scientific Inc.

Location: Australia

Category: other-general

Job DescriptionTo achieve service revenue budget by championing company products, developing strong customer relationships and working closely with commercial and operations teamsTo be highly responsive and proactive in dealing with customer's needs and maintain close and effective relationships with Company Sales, Marketing and Service teams to assure quality outcomes for all service & product issues raisedTo carry out your employment in an efficient and commercially appropriate manner.**Key**

Responsibilities:ServicePerform in accordance with the AS/NZS ISO9002: 1994 Quality Standard, as detailed in the Company's Quality Manual and published business procedures.Work with Service Operations staff to efficiently lead field service activities and complete administration requirements to support the businessPerform to designated SLA goals for customer call back, on-site response and time to resolutionPromote and develop Technical Service capability by actively providing product training to customers and staff to ensure Company equipment is effectively supported.Take ownership for customer happiness for services performed - liaise with Service Operations and Technical leads for service critical issues and follow up with customers on fault resolution.Maintain sound knowledge regarding the technology and customers' application demandsSystem level approach to problem solving with an analytical demeanour and a strong aim to resolve open issuesWork in accordance to all relevant certification and regulatory requirements such as NATA, ISO, Electrical Safety Acts and OH&S.Handle the service process from allocation to completion, including the management of spare parts, service reports and billing summaries on the Astea service system so that invoicing is accurate and critical metrics are met.Sales

Support/Assist the Sales Team with technical information, training and demonstrations as agreed with your manager. To help the team achieve sales and margin (gross) targets for designated product portfolio/territory. Growth and Development Actively seek out new opportunities to grow our customers' service and sales, so that our budgets are met and exceeded. Give to and make recommendations for the continual improvement in the procedures, quality and efficiency of Technical Service. Expenses This position has the responsibility to approve expenses relating to consumables and local purchases related to an active job up to \$500. Submit expense claims and Mastercard reconciliation as per company policy. Asset Management Maintain company property according to company policy, including but not limited to: GOA stock, Company vehicle, Telephones, Computer and other material deemed company property. Minimum Requirements / Qualifications: Qualifications & Experience Tertiary qualification in a Scientific (chemistry/physics) / Electronic / Electrical Engineering, Chemistry or a science related field required. Minimum 3 years of validated experience in a similar position Experience in the routine operations of LCMS systems required Experience within the scientific market and/or familiarity with scientific products required. Experience in a technical support / service support role preferred. Favorable – experience with Thermo Fisher LCMS software and hardware. Valid Driver's License in good standing is required Skills & Attributes Proficient in Microsoft applications including Microsoft office. Excellent communication & interpersonal skills Contribute to Results, able to work independently, multi-task and prioritize based on business targets Organisational skills with an ability to prioritise and handle time efficiently and meet agreed commitments. Effective interpersonal, communication and listening skills. A dedication and commitment towards displaying a professional and positive demeanour to work. An ability to think strategically and laterally in order to enhance business opportunities. Thermo Fisher Scientific is an EEO/Affirmative Action Employer and does not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, disability or any other legally protected status.

#J-18808-Ljbffr

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