

JOB DESCRIPTION

POSITION TITLE: Technical Service and Support Engineer

EFFECTIVE DATE: April 8, 2019

POSITION PURPOSE:

The Service & Support Engineer will be responsible for providing expert technical product support to our North American customers. The responsibilities of the technical service role will include frequent communication with customers and support activities performed at customer locations all over North America.

PRINCIPAL RESPONSIBILITIES:

- Act a liaison and manage communication between the customer and Lighthouse from the time instrument and accessory orders are placed to the time of delivery and installation
 - Coordinate schedules and perform installation of Lighthouse systems at customer sites, including system setup, user training, and documented functionality testing
 - Provide customer technical troubleshooting and application support by email and telephone
 - Perform preventative maintenance of installed systems at the customer site
 - Prepare lease systems for delivery to customers including hardware, software and documentation
- Secondary responsibilities:*
- Supporting the Lighthouse measurement services business unit with laboratory projects
 - Supporting the Lighthouse manufacturing team with calibration standards fabrication

ORGANIZATIONAL RELATIONSHIPS:

- Reports to Technical Services Manager
- Interacts with laboratory staff, manufacturing staff and customers

CONTACTS:

- Internal: Company management and employees
- External: Customers

SUCCESS FACTORS:

- Proven analytical abilities and attention to detail
- Strong self-reliance and self-organizational skills with the ability to work independently
- A driven, goal-oriented approach with the ability to work effectively as part of a small entrepreneurial team
- Good presentation skills
- Experience with cGLP/cGMP is a plus
- Integrity and honesty

REQUIREMENTS:

- A Bachelor's degree in Life Science, Physical Science or Engineering
- 2 years business travel experience
- Experience with CRM systems (e.g. Sales Force)
- Possession of a valid driver's license and passport
- Ability to travel within North America up to 50% of working days
- Strong computer and technology skills
- Proficient with Excel, Word and Power Point
- Strong written, verbal and interpersonal communication skills

COMPENSATION & BENEFITS:

- \$45,000-\$65,000 DOE
- Medical and Dental Benefits
- Retirement Plan (3% employer match)
- Vacation and Personal time
- Education Assistance Program