

Sony Europe B.V.

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Job description

Sony Biotechnology is a leading innovator of cell-based research analytical systems. Product offerings include flow cytometers for analysis and cell sorting, spectral analyzers, software, reagents, and an experienced and dedicated team of professionals to support these products. These systems provide some of the most productive solutions for cell researchers throughout the world.

Position Summary:

Field Service Engineer – Nordic to work with our flow cytometry team. Responsible for performing installations, preventive maintenance as well as warranty and post-warranty repair services to customer equipment within Europe, primarily supporting our installed base in the **Nordic Region**. This position reports to: Field Service Coordinator Europe.

Responsibilities:

- Schedule and perform territory service work such as installation and preventative maintenance on assigned instrumentation.
- Perform emergency repair visits across Europe. Is available to travel in order to help other field service representatives when required
- Communicate any product quality issues to the appropriate associates
- Interface and work closely with territory sales personnel and Field Applications Specialists
- Responsible for account management, ensuring a high degree of customer satisfaction
- Obtain and communicates leads, identifying post instrument sales, upgrades, and accessories
- Maintain targeted and orderly inventory balance of service parts sufficient to support service requirements within assigned territory
- Keep abreast of the basic requirements for compliance in own area of work, and comply with such requirements

Requirements:

- A minimum of 3 years' experience in field service on medical research or diagnostic products, ideally working on flow cytometers
- A bachelor's degree or technical education or military technical training
- Strong analytical, problem-solving skills
- Strong customer focus
- Excellent communicator and great ability to build strong customer relationships
- Highly organized with excellent follow up skills
- Self-motivated team-player
- Basic understanding of flow cytometry or related scientific disciplines is desired
- Ability to travel approximately 80%
- All candidates must be authorized to work in the EU.
- Full clean driving licence is required

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