Installation and Service Engineer

How would you like to combine your love of travelling with your passion of hands-on engineering?

You'll travel a ton in this role, from Preston to Texas and back again. We've even been known to visit Australia, so you'll need to be a good flyer…

You probably want to know what's involved

You'll be commissioning and performance testing Scientifica products, both in-house and at research institutes, So you'll need to be comfortable handling and assembling complex capital equipment and offering your best customer service. You'll also provide and deliver technical support, training, and service visits so your general understanding of optics, electronic mechanics, programming and neuroscience applications will be very much utilised.

You'll be working at our Uckfield site most days unless you're globetrotting of course. All of our installation and service engineers are based in Uckfield, so you'll have plenty of in person help if you need it. Plus, there might be times where you can work from home if you'd like to.

You might like to know that the products you'll be working with make their way to top research institutes all over the world. That's who you'll be visiting. The products allow researchers to gain a better understanding of the nervous system and neurological diseases such as Alzheimer's, Parkinson's and Epilepsy.

By the way, if you're wondering about qualifications, it'd be great if you're educated to degree level in Life Sciences, Physics or Engineering.

The job description with even more information is below, and if you'd like to apply or have got some questions just pop an email over to Steph at **people.services@scientifica.uk.com.**

Everyone will get a response.

JOB PROFILE: Installation & Service Engineer

JOB TITLE	Installation and Service Engineer
BUSINESS UNIT	Operations
LOCATION	Uckfield (with significant UK & International travel)
REPORTS TO	Test and Installation Manager
OBJECTIVES / PURPOSE OF JOB	In-house functional and performance testing of imaging systems, electrophysiology manipulator systems and other products across the Scientifica product range. Onsite installation and commissioning of systems in the UK and internationally. Service, technical and application support on Scientifica systems, externally and internally.
KEY ACTIVITIES / RESPONSIBILITIES	- In-house commissioning, functional and performance testing of Scientifica systems, to a defined timescale as required by Customer and Company shipping schedules. - Onsite commissioning, functional and performance testing of Scientifica systems and products as required within the UK or overseas. - Deliver onsite customer training, support and service visits. - Provide technical support to customers on Scientifica systems and software, via email, telephone and remote access. - Support the Engineering and Software Development teams in testing of new products. - Undertaking demonstrations on systems. - Accurate updating of activity records (Preinstallations / Installations / Service visits) - Advise sales team and customers on system configuration and applications. - Produce training and technical documentation on new and existing products. - Continuously improve processes and procedures to delivery installation, service and support in an effective and efficient manner taking account of changing requirements and environment. - Compliance with all Scientifica Quality and Health and Safety procedures - Provide training to other business units on new products, features or applications. - Undertake reasonable additional duties as requested by Operations Management team. - Act in line with our company values: Trust, Customer Focus, Innovative, Passionate, Teamwork, Flexible, Quality.

KEY PERFORMANCE INDICATORS	- Performance objectives - Accurate updating of reports and records - Customer satisfaction feedback
KEY RELATIONSHIPS	Internal: Production, Operations, Management, Service, Sales, Engineering. External: Customers, Distributors

CANDIDATE PROFILE:

QUALIFICATIONS / TRAINING	Relevant Degree level qualification in Life Sciences, Physics or Engineering
EXPERIENCE REQUIRED	- Comfortable handling & assembling complex instrumentation (capital equipment). - Have a general understanding of key concepts of optics, electronics mechanics, programming, neuroscience applications. Proven expertise in one or more of those fields is a plus
COMPETENCIES	- Ability to think analytically and creatively to solve problems on the spot. - Demonstrable experience of troubleshooting precision electro-mechanical and optical components / software issues. - Proven competence in transfer of knowledge is essential. - Flexible and self-motivated approach with an ability to work to a high standard with minimal direction. - Fluent English is essential, written and spoken. Another European language is advantageous. - Must be comfortable with frequent international travel: - to provide on-site support and preventative maintenance - determined by customer support demands, at times with minimal notice. - Attention to detail is essential. - Strong oral and written communication skills – the ability to listen and communicate at a high level. - Good organisational and timekeeping skills with the ability to prioritise. - Ability to work both independently and as part of a team and to stay calm/logical under pressure. - A strong team player with a desire to represent the company at the highest standard.

	• Full, clean, Driving Licence

EMPLOYEE'S ACCEPTANCE

I, [Employee name], agree to accept the Job Description is a guide only and will be periodically reviewed due to the evolving nature of the business. I understand I will be required to take on other tasks and responsibilities from time to time depending on the business needs for this role.

Signed …………………………………………………………………………..		Date ……………………………………………….