

FIELD SERVICE ENGINEER/MANAGER JOB DESCRIPTION

ENGLISH (a plus) / Japanese (native level)

As one of the leading manufacturers of medical laboratory diagnostics worldwide, EUROIMMUN Medizinische Labordiagnostika AG stands for innovation. EUROIMMUN products are used for the diagnosis of autoimmune, infectious diseases as well as allergies, and to perform genetic analyses. Techniques used in our diagnostics are IFA, ELISA, ChLIA, Immunoblot, Microarray and Real-time PCR.

Summary:

The Field Service Engineer (FSE) will be responsible for meeting the daily service maintenance and repair needs of the customer's equipment. Establish and maintain proper business relationships with customers and peers as well as performing necessary administrative duties as required and other duties as assigned.

Essential Job Responsibilities

The FSE performs the major functions listed below. The position may require additional duties/responsibilities that may not be outlined below, and specific functions are subject to change.

- Online support of the equipment, support the client by phone
- Installation, maintenance and repair on designated equipment.
- Basic client training after installation equipment and/or software, trouble shooting.
- Completing Preventative Maintenance and field modifications.
- Negotiate service contracts with the clients
- Negotiate service contracts with the third-party servicing companies
- Ordering and managing repair parts cycle times.
- Keeping up to date on administrative responsibilities such as maintaining customer service logs and internal service records- create technical reports for customers in a timely manner.
- Maintaining daily communications with customers to ensure resolution and proper follow-up.
- Maintaining tools and test equipment and ensuring they are properly calibrated.
- Meeting all applicable regulatory requirements, complete regulatory documents concerning safety issues.
- Utilizing the escalation process to resolve customer service delivery issues.
- Analyze, inspect and reviews findings to determine the solution to the problem that the customer demands
- Respond to customer complaints and escalate complaints process internally to resolve the problem in a timely manner.
- Identify and participate in sales opportunities such as new maintenance contracts, contract renewals and system sales.

- Working as a member of the local team to provide efficient service delivery to all accounts within Japan.
- The ability to lift and carry a toolbox that can weigh up to 10kg.

Qualifications & Requirements

The following qualifications are the minimum requirements necessary to successfully perform this role.

- Native level Japanese (frequent communication with the Japanese clients are expected).
- Electrical Engineering, Electrical Engineering Technology Certificate or associates Degree or equivalent with 2 or more years' experience in servicing Medical diagnostics equipment's.
- Routine laboratory diagnostic background is preferred.
- Experience with database management systems (Firebird and PostgreSQL preferred) and distributed systems is preferred.
- Experience with handling Windows server and client operating systems
- Experience with maintaining network infrastructure on TCP/IP Level is preferred.
- Experience interfacing with both internal team members and external customers as part of a solution-based service process.
- Valid driver's license is preferred.
- Work experience in the medical industry is preferred.
- Experience diagnosing and repairing mechanical, electromechanical, and/or electronic equipment.
- Experience troubleshooting and responding to customer concerns.
- Proficient level of computer skills including MS Word, PowerPoint, Excel and Outlook.
- Excellent analytical, interpersonal and communication skills with the ability to communicate complex technical issues in an easy-to-understand manner.
- Ability to work in a fast-paced, self-directed, entrepreneurial environment.
- Resourceful, with the ability to work independently.
- Strong time management skills.
- Ability to adapt to changing circumstances.

Working Conditions

- Frequent travel within Japan might be expected
- Extended periods of computer usage.
- Carry heavy automation
- Work at nights and on the weekends as demanded by the clients
- Up to one month stay in Germany might be expected to be trained on the installations and maintenance of the equipment.
- Continued training in Germany might be required in some intervals during the employment