



Field Service Engineer

Position

As Field Service Engineer you are responsible for installation and service of LUMICKS complex equipment at customer sites. In this role, you communicate directly with the customer and you represent the company to the customer. LUMICKS is a fast growing and fast learning organization. We continuously incorporate the learnings and experience from the field installations and service actions into our product design. You contribute to the development process by giving input to improve ease of installation and product robustness for the next generation of products. The role will involve travel to customer sites around the world.

Location: The Netherlands, Boston or Beijing



We are a high tech company

LUMICKS has come to market as the supplier of instruments for dynamic single-molecule and cell avidity research – a rapidly evolving niche in the fundamental biology research field. Our high-performance instruments allow for the investigation into the fundamental cause of disease and potential for drug optimization. With our tools researchers can visualize and quantify the interactions between proteins and DNA in real-time, and perform high-throughput screening of molecular and cell-cell interactions using sound waves.

We offer the chance to be part of an important mission: To improve human health by unlocking dynamic single-molecule and cell avidity analysis. With an ever-increasing adoption of our technologies by leading institutes from all over the world, including UC Berkeley, Max-Planck, Rockefeller University and ShanghaiTech, LUMICKS is now expanding its team.

Who are you?

Responsibilities

- Conduct on-site installation of complex equipment and perform on-site system acceptance tests
- Provide input to improve ease of installation and serviceability in close collaboration with Lumicks design engineers
- Provide remote and on-site troubleshooting and repair support for customers and other field service personnel
- Cultivate and develop positive working relationships with customers, system users and colleagues
- Travel (scheduled for installation and on short notice for service calls) to resolve problems at customer sites, 50 – 70%.
- Provide feedback to product quality teams
- Provide input for various reports including identifying and isolating unique problems with system
- Act as a subject expert for installation and service and resource for training

Requirements

- Bachelor or Master degree or equivalent
- Experience with optical systems
- Experience with installing, troubleshooting, repairing and calibrating complex analysis tools such as confocal microscopes.
- Ability to deal effectively with customers
- Excellent interpersonal communication skills

Why LUMICKS

- A role within a fast-growing high-tech company;
- An international work environment with 25+ different nationalities;
- A beautiful open work space in Amsterdam;
- Opportunities for creativity and innovation;
- Great coffee, home-cooked lunches, awesome ping pong table, board game nights, yoga, and other outings and activities.

Contact

Do you recognize yourself in this? Send your resume and motivational letter to: careers@lumicks.com

See you soon!