

Job Opportunity Notice

Job Title:	Service Technician	Revision Date:	11/16/2018
Work Location:	Norwood, MA		
Department:	Support Services		
Reports to:	Manager, Support Services	FLSA Status:	Non-Exempt

Summary:

Support customers and distributors with troubleshooting, repair, calibration, training and upgrades. Perform quality control tests, preventative maintenance (PM), installations and validations on all Advanced Instruments equipment, mainly utilized by Clinical, Food/Dairy and Pharmaceutical/Biotechnology industries.

Essential Functions:

1. Troubleshoot, repair, calibrate, and perform quality control tests, installations, validations and PMs on laboratory/medical equipment in-house and on-site.
2. Interface with global repair depots and distributors, providing remote and on-site assistance, training and technical support.
3. Work closely with factory engineering and other specialists to ensure service needs are met.
4. Responsible for internal and external customer needs by diagnosing and documenting quality related issues.
5. Participate in 24/7 after hour technical support on a rotating basis.
6. Document customer issues, create service reports and communicate with internal stakeholders as needed.
7. Capable of working independently and completing tasks on schedule.

Experience Requirements:

1. 5+ years working as a laboratory/medical instrument repair technician, or field service engineer is strongly desired.
2. Working knowledge of standard test equipment is required, but most troubleshooting is performed on a symptomatic basis.
3. Experience with documentation creation, one-on-one and small group training, and project management would be beneficial.
4. Experience in LEAN principles and 5S highly desired.

Education Requirements:

1. Requires an Associate degree in Electronics, or an equivalent in experience, Military, or Technical School background.
2. High School degree required.

Physical Requirements and Working Conditions:

1. Typical office/depot environment.
2. Must be able to use basic office equipment: computer, standard MS Office applications, printer, copier, phone, etc.
3. Must be able to remain stationary for longer periods of time.
4. Must be a self-starter and independent worker.
5. Must have the ability to repair moderately complex laboratory instruments.
6. Must be able to lead small groups in discussion and planning.
7. Must have a friendly and approachable demeanor.
8. Must exhibit exemplary interpersonal skills with desires to coach and mentor.
9. Must exhibit strong problem-solving skills.
10. Must exhibit logical and decisive decision-making abilities with justification.
11. Must be detail oriented and be able to construct professionally formatted documents, grammatically correct.
12. Must be able to travel, and in many cases required on short notice, and may be up to 40% of the time. A majority of the travel will be within United States, and less than 10% international.
13. Must have valid driver's license and travel documents.
14. Must be capable of communicating with stakeholders through various means.

PHYSICAL DEMANDS (e.g., expectations of such items as weight needed to move or lift)

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<input checked="" type="checkbox"/> Lift/Carry 70 lbs.	<input type="checkbox"/> Bend/Stoop/Kneel 2 hrs a day	<input checked="" type="checkbox"/> Push/Pull 70+ lbs.
<input type="checkbox"/> Microscope/Fine close work 8 hrs a day	<input checked="" type="checkbox"/> Stand/Sit/Walk 8 hrs a day	<input checked="" type="checkbox"/> Dexterity required
<input checked="" type="checkbox"/> Vision requirements correctable to 20/20 vision	<input type="checkbox"/> Operate moving vehicles	<input type="checkbox"/> Other

Application Process:

Interested candidates should send their resume to:

Amir Selman
 Support Services Manager
 Advanced Instruments, LLC
 2 Technology Way
 Norwood, MA 02062
AmirS@acompanies.com

Nothing on this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time