

## **JOB DESCRIPTION: FIELD SERVICE ENGINEER (Boston, US)**

DVS Sciences was established in 2004 and is experiencing significant growth from venture funding in 2011 and market adoption of our proprietary bioanalytical instruments and reagents. Our CyTOF® line of mass cytometers is the first of its kind in the world. It provides a unique opportunity to analyze individual cells with up to 100 antigens simultaneously. This technology is revolutionary for the flow cytometry market and enables our customers to research and develop new and innovative ways of characterizing individual cells for applications in academic research, drug discovery and future potential clinical applications.

### **Position Summary:**

DVS installations worldwide are growing rapidly driving the demand for high quality installation and service. We are looking for a Field Service Engineer, to be based in Boston, for servicing and installing CyTOF instruments primarily in North America. If you embrace challenge and strive to do the best quality job and are capable of fitting in a flexible and multidisciplinary environment, then this position may be for you. The successful applicant will provide a high level of technical support to external customers while working under minimal supervision. The focus will be to provide on-site installation, validation and commissioning of new CyTOF instruments as well as diagnosing and repairing existing instruments in the field. The position will also require the ability to train users of the CyTOF instrument on basic functionality of the system, as well as the ability to provide support from DVS Sciences facilities or from a remote location. The position will also include duties related to service coordination, customer support and cross-functional team member support.

### **Responsibilities:**

- Provide on-site installation, validation and commissioning of instruments
- Perform hands-on on-site troubleshooting, service and repairs
- Provide high level technical support to external customers at their location
- Provide on-site training to the customers
- Interface with cross functional work teams such as field applications, customer support/services, product management, manufacturing and marketing/sales
- Develop Service technical documentation
- Create and maintain service information in the company enterprise database
- Timely and professionally handle field service calls and issues arising from the field service visits, triage with field applications scientists as appropriate
- Timely complete and submit all required paperwork
- Communicate with the customer to ensure satisfaction and implement any necessary corrective actions
- Misc. other duties commensurate with the capabilities of a Field Service Engineer

### **Minimum requirements:**

- Bachelor's degree or equivalent technical qualifications in electrical/ mechanical engineering or physical sciences. Masters or higher level education is preferred.
- Experience in service and maintenance of high-end Life Sciences or medical capital equipment. Experience with mass spectrometers, especially ICP-MS is preferred
- Working knowledge of MS Office, Excel
- Working knowledge and ability to test and troubleshoot electrical analog and digital circuits

**Travel:** Approximately 50%, primarily North America, with some potential international travel