

## Engineer II, Field Service

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Company: Thermo Fisher Scientific

Location: Bangkok

Category: other-general

When you join us at Thermo Fisher Scientific, you'll be part of an inquisitive team that shares your passion for exploration and discovery. With revenues of more than \$40 billion and the largest investment in R&D in the industry, we give our people the resources and chances to create significant contributions to the world.

### **Location/Division Specific Information**

Within our Life Science Equipment Global Service and Support Division, we are looking for an experienced and motivated Field Service Engineer for Laboratory equipment, Clinical diagnostic systems, sample preparation and analysis systems, and if required extending to other product lines.

### **Discover Impactful Work:**

The Field Service Engineer performs service on our customer's laboratory instruments, such as installations, repairs and preventative maintenance in assigned territory. The FSE positively interacts with customers to solve technical problems and ensure their equipment is performing optimally.

### **A day in the Life:**

Performs installation, upgrades, updates, repairs and preventative maintenance service on a variety of instrument models on-site at customer labs

Displays professionalism, good communication and technical knowledge in all customer interactions

Collaborates with internal partners to resolve customer issues and improve processes

Maintains technical competency level servicing instrument by attending training, staff meetings and remaining up-to-date on new products, markets, customers and competitors

Interacts with customers to explain & offer the sale of service contracts and other service products

May be required to perform other related duties as required and/or assigned

### **Keys to Success:**

#### **Education**

Bachelor's degree or higher in Chemical Engineering, Biomedical Engineering, Electrical Engineering or Lifescience field or similar.

#### **Experience**

Minimum of 2- 5 years experience in the repair and solving of hardware instruments in a technical training or technical support role. Products should be related to the Life Science brand or related analytical instruments or similar products of competitors.

Experience in a clinical, diagnostics and/or another regulated environment preferred

#### **Knowledge, Skills, Abilities**

Capable of managing schedule service, paperwork, response time, repair, planned maintenance, and installation

Strong organizational skills to allow balancing of many priorities and goals

Strong written and verbal communication skills

Understanding of fundamental biotech sciences and processes

Ability to communicate clearly and effectively to customers, internal applications, commercial, and Field Service Team Members.

Ability to use Microsoft Office, **Microsoft Visual C++**, **Linux Plus**

Can drive a car to support customers anywhere in Thailand with a Driver's License.

Open for Travel more than 40% outside of Bangkok and also into SEA countries

Able to promote Thermo Fisher Service Contract Options to Customers

Can handle complexity of instruments model at least 10 models or beyond.

Ability to support key customers during weekend

## Benefits

We offer competitive remuneration, annual incentive plan bonus, healthcare, and a range of employee benefits. Thermo Fisher Scientific offers employment with an innovative, forward-thinking organization, and outstanding career and development prospects. We offer an exciting company culture that stands for integrity, intensity, involvement, and innovation! Our Mission is to enable our customers to make the world healthier, cleaner and safer. Watch as our colleagues explain 5 reasons to work with us. As one team of 100,000+ colleagues, we share a common set of values - Integrity, Intensity, Innovation and Involvement - working together to accelerate research, solve complex scientific challenges, drive technological innovation and support patients in need. #StartYourStory at Thermo Fisher Scientific, where diverse experiences, backgrounds and perspectives are valued.

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