

## Service Engineer

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Company: Bruker

Location: Bangkok

Category: other-general

### Overview

Bruker is enabling scientists to make breakthrough discoveries and develop new applications that improve the quality of human life. Bruker's high performance scientific instruments and high value analytical and diagnostic solutions enable scientists to explore life and materials at molecular, cellular, and microscopic levels. In close cooperation with our customers, Bruker is enabling innovation, improved productivity, and customer success in life science molecular and cell biology research, in applied and pharma applications, in microscopy and nanoanalysis, as well as in industrial applications. Today, worldwide more than 8500 employees are working on this permanent challenge at over 90 locations.

Bruker offers differentiated, high-value life science and diagnostics systems and solutions in preclinical imaging, clinical phenomics research, proteomics and multiomics, spatial and single-cell biology, functional structural and condensate biology, as well as in clinical microbiology and molecular diagnostics.

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Bruker BioSpin (BBIO), as part of the Bruker Group, is a high-tech international company and the world-leading manufacturer of complete solutions in Magnetic Resonance Nuclear Magnetic Resonance (NMR), Electron Paramagnetic Resonance (EPR) and Preclinical Magnetic Resonance Imaging (MRI). We develop high-tech analytical measuring instruments and methods that are used in many fields, from medical technology to materials science and food research.

## **Responsibilities**

We are looking for a Service Engineer and the primary objectives of this position are:

Provide and achieve targets and goals to develop and grow the Service Business unit to maximize volume and profitability.

Aid instrument sales by maintaining and developing effective, working customer relationships via valued service products.

Observing competitive and market trends.

Oral and written negotiations with customers, suppliers, partner companies and internal departments.

Ensure customer loyalty and satisfaction throughout any interaction with Bruker local operation

Ensure fulfilment of business plans for service (PnL) as well as for instrument installation for the entire BBIO portfolio in the area of responsibility.

Your responsibilities include but not limited to:

Maintenance and installation of NMR equipment in the assigned territory.

Provide remote and on-site technical assistance to help troubleshoot and repair equipment.

Coordinate problem resolution with other departments including engineering, customer service, sales and applications to expedite repairs.

Develop and conduct training on the safe operation of equipment and demonstrate skills to trainees, including team members and customers.

Plan and coordinate equipment installation activities, including investigation and resolution of customer reports of technical concerns with advanced testing equipment.

Support the customer in the technical specifications of the laboratory.

Install new or modified systems or accessories at customer's facility to ensure full functionality according to specifications.

Review performance reports and documentation from customers and field representatives, inspect malfunctioning or damaged product to determine nature and scope of problem.

Analyze review and inspection findings to determine source of problem, and recommend repair, replacement, or other corrective action.

Serve as a communication link between the customer and the company to ensure effective service is provided to the customer.

Other duties as assigned that are broadly in line with the above and key objectives.

### **Qualifications**

To be successful in this position, you will possess:

Degree in Electrical/Electronics Engineering for Science with 1 - 2 years experience in scientific analytical instrument and/or spectrometer. Fresh graduates are welcome to apply.

Familiar with a variety of spectrometer experiments and laboratory experience.

Experience and ability to work with spectrometer hardware and troubleshooting hardware problems.

Ability to travel & able to travel extensively approximately 50% both domestic and up-country.

Current valid driving licence.

Valid passport and no visa disqualification from the USA or EU.

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