

Field Service Engineer, Americas

Location: Home Office & Field-Based

Department: After Sales & Service
VP Americas Commercial
Operations/Director of Global
Service

Direct reports None

H.E.L Contact: Eric Winter, VP Americas
Commercial Operations

About H.E.L and this role

Our mission at H.E.L Group is to make a healthier, sustainable, safer world for everyone. We equip scientists with the right tools and knowledge to develop safe, efficient new processes and molecules that benefit the world and its population. Our core values are:

Being **insightful** through experience,
Being **collaborative** by design,
Being **tenacious** in spirit,
Being **proud** of progress.

We operate globally with offices in London - UK (HQ), Princeton - USA, Beijing - China, Mumbai - India, and Singapore and field-based staff across our direct regions and trusted partners in distribution territories.

This role will involve hands-on field service work throughout the USA, Canada and occasionally other countries in Central and South America. The Field Service Engineer will be responsible for the installation, commissioning, maintenance, and servicing of H.E.L's range of instrumentation and equipment. Service engineers work routinely on customers' sites. There will also be time spent in the UK headquarters for training and product familiarisation.

As a Field Service Engineer, you will be responsible for the customer after-sales experience. You will investigate and resolve customer reports of technical problems with equipment and eliminate future operational or service difficulties.

This role requires extensive travel, as customer demands require.

Responsibilities of the role

Key Responsibilities

- Ability to travel 80% of the time, depending on operational requirements and location. This travel will predominantly be across the US, focusing on the western region, but travel to Canada and other countries may occasionally be required.
- Investigate, diagnose and create corrective plans to resolve instrument technical problems with instruments and satisfy the customer.
- Consult with colleagues across the company to ensure timely delivery of parts and consumables needed for repair and maintenance.
- Be responsible for identifying and passing back into the (sales/operations/marketing) organization information on the root cause of service-related issues.
- Promote a safe working environment and ensure compliance with all applicable EHS (Environmental, Health and Safety) policies and procedures. This is supported through effective and timely training via the e-learning tool and appropriate onsite coaching/audits.
- Build effective internal relationships to enhance the business performance and external customer experience. This will require close interaction with the leaders of each department in the H.E.L organization.
- Work directly with the equipment sales team to manage customer interaction to ensure consistent/standard processes and procedures.

Additional Responsibilities

- Analyse inspection findings to determine the source of the problem and perform repair, replacement, or other corrective actions
- Assist in the analysis of reports of technical problems to determine trends affecting future design, production, service, and maintenance processes and recommend modifications to eliminate future problems.
- Handle customer application and use issues.
- Assist in the final testing of new products when necessary
- Adhere and comply with SOP (standard operating procedures) and WI (working instruction)

Candidate requirements

Minimum Education and Experience

- A US passport or working visa is required. Associate or bachelors degree in engineering branches such as electromechanical, electrical, mechanical, or chemical with 2–3 years of experience as a Service Engineer.
- Very skilled in electronics, informatics, and mechanics with basic chemistry knowledge.
- Experience diagnosing and repairing mechanical, electromechanical, and electronic equipment.
- Experience working with Service Report tools to plan, execute and report customer service cases.
- Experience troubleshooting and responding to customer concerns.
- Experience in using systems used to support a field-based service transaction.
- Proven ability to align customer focus within a commercially focused organization.
- Expected to be customer-oriented, have effective communication skills, and collaborate with many different individuals from different cultures.
- Full driving license and uninhibited ability to travel within the US and internationally.

Preferable Skills and Attributes

- Excellent communication skills, both written and verbal, to relay the problem and solution to customers, management, and other stakeholders
- Must be able to work without any direct supervision as Service engineers work routinely outside of the company premises.
- Ensuring that deadlines are met.
- Excellent troubleshooting skills.
- Ability to be flexible in work schedule and accommodate unexpected work changes.
- Ability to work effectively both interdepartmentally and internationally .
- Knowledge of other languages would be helpful.

Training provided

- System training at H.E.L.
- Health & Safety Training, as required.

- On the job training.

Physical demands of the role

General Check all that apply

Criteria	Amount of Time			
	None	Under 1/3	1/3 - 2/3	Over 2/3
Stand			x	
Walk			x	
Sit			x	
Use hands to finger, handle or feel			x	
Reach with hands and arms		x		
Climb or balance		x	x	
Stoop, kneel, crouch or crawl		x		
Talk or hear				x
Taste or smell	x			

Weight lifting or force exertion Check all that apply

Weight	Amount of Time			
	None	Under 1/3	1/3 - 2/3	Over 2/3
Up to 10 pounds (4.5 kg)			x	
Up to 25 pounds (11.5 kg)			x	
Up to 50 pounds (23 kg)		x		
Up to 100 pounds (45 kg)		x		
Over 100 pounds (45 kg)	x			

Specific Vision Requirements Check all that apply

Ability	Required?
Close vision (Clear vision at 20 inches/ 50 centimetres)	x
Distance vision (Clear vision at 20 feet/ 6 metres or more)	x
Colour vision (ability to identify and distinguish colours)	x
Peripheral vision (observing an area above, below, left, or right while eyes are fixed on a given point)	x
Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)	x

Ability to focus (ability to adjust eyes to bring and object into sharp focus)

x