



Field Service Engineer

Fully Remote • EMEA

Job Type

Full-time

Description

Location: Remote based position; Europe, Middle East and Africa

Industrial Physics manufactures and markets testing instruments worldwide for measuring physical and analytical properties of a wide range of materials including plastics, metals, barrier films, paper, pulp, corrugated materials, foil, ink, coatings, cans, and medical devices.

All our brands form the leading global measurement solution provider for the canning and metal packaging industry. The companies hold a number of firsts to the market such as the XTS, an X-Ray based non-destructive seam inspection system that is meeting all testing requirements of the food and beverage industry.

We provide state-of-the-art gauges, testers, and software for fillers and can-makers serving customers in the food, beverage, and aerosol markets.

We are growing and are hiring to strengthen our team; thus we are in search of Field Service Engineers for the EMEA Regional Services team. In this role you will find an opportunity to grow with the business in a highly dynamic and interesting environment and very experienced team. This position reports to the European Services Manager operating from the European service hub in the Netherlands.

Key job responsibilities will include:

- Develop in depth understanding of product lines and the corresponding customer application / industry
- Assume the primary technical relationship with the customer in a first line of defence fashion
- Plan and successfully complete on-site service tasks based on Customer needs
- When not in the field, provide high level, responsive telephone, and internet-based remote support to customer base
- Provide input for product feature enhancements and process improvements
- Visit customers to support specific topics problems or competitive situations on a limited basis
- Own resolution of complex customer issues engaging cross-functional company resources as required
- Meet or exceed Key Performance Measures as defined for Field Services operations
- Travel required, up to 75%+, including regional and international travel

Principle Duties & Responsibilities

- Provide exceptional customer service
- Clearly and professionally interact with customers
- Work closely with customers to ensure equipment operates within expected tolerances
- Perform machine diagnosis on-site and remote to quickly identify cause of failures
- Work carefully with Product and Applications teams for technical assistance and provide them with diagnostic feedback, product enhancements, and quality defect analysis
- At times, use Remote visual clues, computer programs, and diagnostic tools to diagnose machine difficulties and guide customer corrective actions
- Use electrical and electronic knowledge to help troubleshoot and solve issues
- Utilise company repair manuals and work orders for assistance with repairs and diagnostics
- Clean, replace or install parts to maintain smooth operation of machinery and equipment
- Assemble, install, align equipment as needed
- Accurately perform compliance-based services including Calibrations, Installation Qualification, Operational Qualification, and Performance Qualification, while following specified standards and Standard Operating Procedures
- Interface with cross functional work teams such as sales, marketing, applications, quality, engineering, production, etc.
- When needed, provide onsite training to customers for operation, routine maintenance, and validation of machines
- Assist other Field Service Technicians as needed
- Actively participate in factory product training and technical service skill development as needed to successfully demonstrate proficiency
- Submit organised and helpful service reports for each repair mission
- Help to develop or adjust existing technical documentation
- Work as required with minimal supervision in compliance with all safety requirements
- Must be physically fit and able to lift some heavy loads

Requirements

Job Requirements

- Technical background
- Fluent in English language; additional language a plus, German/Russian a benefit
- Bachelor or engineering degree or equivalent experience in a related field
- 5+ years performing field service or working as an applications engineer; experience in the metal packaging industry or food industry (can maker, filler, etc.) preferred
- Strong customer service skills including communication skills
- Ability to handle client and customer issues tactfully and professionally
- Familiar with pneumatics, basic electronic knowledge, test and inspection equipment experience a plus
- Familiar with operating Software like B+R Industrial Automation, or equivalent automation, process control, and instrumentation software
- High level of windows-based competence is required, networking experience is ideal
- Highly organized and detail-oriented
- Creative, analytical, and driven
- Must have a valid driver's license with vehicle, insurance and be able to operate a common rental automobile
- Must have a passport and be willing to travel internationally.

For consideration, please reference Job Title and submit Cover Letter and Resume to Martyn Cobb - European Service Manager EMEA + UK mcobb@industrialphysics.com