

**Position title:  
Field Service Engineer**

**Location:** USA West Coast

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**Department:** Services

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**Reports to:** Graham Hibbert

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**Direct reports** None

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**H.E.L Contact:** Mert Sahin

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## About H.E.L and this role

H.E.L Group, is a multinational company headquartered in London, England whose primary business is the sale of highly technical instruments used in research by Pharmaceutical and Chemical companies. The U.S. office is responsible for the sales and technical service / support to our clients in the Americas and is in Princeton, New Jersey.

We are looking for someone to continue our services expansion of the U.S. business, with a Field Services Engineer to cover the US West Coast. The nature of the role and support required means that the individual ideally lives within convenient commuting distance of the assigned territory.

The key objective of the role is to be the technical expert in a defined set of process chemistry tools and build the H.E.L brand by taking advantage of the company's technical strengths and established blue-chip customer base. The incumbent will act as the primary Services face to the customer, leading communications with customer(s) thereby building long lasting relationships for the company in the assigned territory.

The ideal candidate will have a strong, demonstrable track record in servicing of scientific instruments. Candidates who do not have services experience but have a strong relevant scientific background and aptitude for a technical role will be considered.

## Responsibilities of the role

- Install new or modified equipment at customer's facility to ensure full functionality according to specifications
- Perform maintenance, service, upgrade and repair of existing instruments. Provides on-site technical assistance to help troubleshoot and repair equipment
- Respond to customer support enquiries received via HEL helpdesk. Review performance reports and documentation from customers, and inspect malfunctioning or damaged product to determine nature and scope of problem
- Analyse inspection findings, to determine the source of the problem, and perform repair, replacement, or other corrective actions
- Liaise with Supply chain team/Production departments to progress requests of stock required for completion of duties

- Maintain records of performance reports. Responsible for managing cases in order to achieve set KPIs and customer expectations. Maintain CRM customer database of contacts, organizations, instruments and contracts
- Analyse reports of technical problems to determine trends affecting future design, production, service, and maintenance processes, and recommend modifications to eliminate future problems
- Develop and conduct training on the safe operations of the equipment and demonstrate skills to trainees, including both team members and customers
- Handle customer problems that appear to arise from the misuse of the product
- Plan and schedule levels of support work according to product release schedules
- Assist in final testing of new products when necessary
- The development and implementation, after approval, of warranty and service policies in cooperation with Service Product Manager
- Establish & communicate to his/her direct line manager their daily agenda and visit reports
- Adhere, comply to SOP (standard operating procedures) and WI (working instruction)

## Candidate requirements

### Minimum Education and Experience

- Bachelor's degree in Chemistry, Chemical Engineering, Biomedical Engineering, Mechanical Engineering, or related field and 4+ years of experience servicing scientific equipment; OR equivalent military education and 4+ years of experience servicing scientific equipment
- Experience interfacing with both internal team members and external customers as part of a solution-based service process.
- Experience diagnosing and repairing mechanical, electromechanical, and/or electronic scientific equipment.
- Experience troubleshooting and responding to customer concerns.
- Experience with Web applications as well as Microsoft suite of products.
- Working knowledge of chemical processes deployed in pharmaceutical and fine chemical R&D is preferred.
- The successful applicant must comply with H.E.L Inc's standard background check. In addition, during employment, the employee must

comply with all customer access policies, including but not limited to obtaining and/or providing proof of required immunizations, and additional drug tests or background checks (including a federal government background check if assigned to support a contract with the federal government).

- Special Physical Requirements: Candidate must be able to lift, carry, push, and pull up to 35 lbs. unassisted and frequently bend, stoop, twist, climb, crouch/squat, kneel/crawl, sit and stand for long periods of time. Candidate must also be able to reach at, above and below shoulder level, flex/extend neck and have good hand and finger dexterity.
- Must have and maintain a valid Driver's License.
- Willingness to be available "after hours", or work a rotating On-Call schedule, including weekends, for critical issues and coverage, as necessary

## Preferable Skills and Attributes

- A self-starter who is focused, reliable, flexible, and well-organized.
- Ability to grasp scientific terms and concepts.
- Strong written and verbal communication skills.
- Experience in building long term relationships with clients.
- Computer proficiency with Microsoft products (Outlook, Word, Excel, PowerPoint).
- Ability to meet deadlines.
- Flexibility in work hours.
- Ability to travel extensively within U.S. and Canada, including overnight and / or weekend stays, if necessary.

## Training provided

- One-month initial training on HEL Inc products based in our headquarters in UK
- Project Management Training
- Training on company business information systems applicable for role
- Health & Safety Training, as required
- On the job training

## Additional Eligibility Qualifications

H.E.L Inc will only employ those who are legally authorized to work in the United States for this opening. Any offer of employment is conditioned upon the successful completion of a drug screen (as applicable).

H.E.L Inc offers a great work environment, professional development, challenging careers, and competitive compensation. H.E.L Inc is an Equal Opportunity Employer. Employment decisions are made without regard to race, colour, religion, national or ethnic origin, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status or other characteristics protected by law.

This position includes a competitive salary, full health benefits, 401(k), 18 days paid vacation (+2 personal days), and a commission package.

## Physical demands of the role

### General Check all that apply

Criteria	Amount of Time			
	None	Under 1/3	1/3 – 2/13	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		
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 – 2/13	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)	
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

