

Position title:

Field Service Engineer

Location: UK Head Office, Borehamwood

Department: Service

Reports to: Vincenzo Fusillo

Direct reports None

H.E.L Contact: Susan Martin – 0208 736 0646

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, and Singapore, as well as field-based staff across our direct regions, and trusted partners in distribution territories.

This role is key in delivering world class customer support to an increasing customer base.

Responsibilities of the role

Key Responsibilities

The Field Service Engineer (FSE) will be responsible for the installation, commissioning, maintenance and servicing of H.E.L's range of instrumentation and equipment. Service engineers work routinely both outside of the company premises at H.E.L's customer's facility and at H.E.L's Borehamwood HQ.

They will plan, coordinate and implement activities concerned with installing and servicing H.E.L's range of instruments and equipment, investigating and resolving customer reports of technical problems with equipment, and eliminating future operational or service difficulties. This is achieved by performing the following duties:

- Install new or modified equipment at customer's facility to ensure full functionality according to specifications
- Conduct customer user training on the safe operations of the equipment and demonstrate all key skills to trainees including some data analysis where required

- Perform on-site maintenance, service, upgrade and repair of existing instruments. Provide on-site technical assistance to help troubleshoot and repair equipment
- Perform factory based maintenance, service, upgrade and repair of existing instruments that have been returned to base.
- 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
- 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
- Establish & communicate to his/her direct line manager their daily agenda and visit reports

Additional Responsibilities

- Liaise with Supply chain team/Production departments to progress requests of stock required for completion of duties
- Analyze 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 problems that appear to arise from the misuse of the product
- 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
- Adhere, comply to SOP (standard operating procedures) and WI (working instruction)

Candidate requirements

Minimum Education and Experience

- Graduate with first professional degree in engineering branches such as electromechanical, electrical, mechanical or chemical with 3 to 5 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/or electronic equipment.
- Experience troubleshooting and responding to customer concerns.
- Experience in using systems used to support a field-based service transaction
- Expected to be “customer oriented”, have good communication skills and ability to collaborate with many different individuals from different cultures.
- Full driving license

Preferable Skills and Attributes

- Excellent communication skills both written and verbal in order 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 HEL Ltd
- 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				
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 an object into sharp focus)	X