

# Field Service Engineer, Europe

Location: **Home Office & Field-Based**

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Department: **After Sales & Service**

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Reports to: **EU Service Lead/Director of  
Global Service**

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Direct reports **None**

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H.E.L Contact: **Alan Lockley**

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## 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 primarily in Europe and UK. 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

- Troubleshooting, installation and repair of H.E.L product portfolio
- Completing Preventative Maintenance and field modifications and upgrades
- Ordering and managing repair parts for field repairs
- Keeping up to date with administrative responsibilities such as maintaining customer service logs and internal service records
- Maintaining daily communications with customers to ensure resolution and proper follow-up
- Maintaining tools and test equipment and ensuring they are properly calibrated
- Utilizing the escalation process to resolve customer service delivery issues
- Identifying and participating in sales opportunities such as new contacts, new service contracts, contract renewals and instrument sales
- Collaborate with other departments within the H.E.L Group to provide efficient service delivery to all accounts within the EU and UK
- Manage service scheduling in lieu of Service Manager when required
- Compliance with all regulatory and Company requirements in relation to Quality, Health and Safety appropriate to role
- Adhere to stated Company policies and procedures as detailed in the Staff Handbook
- Engage in Continuous Professional Development (CPD) by participating in educational opportunities
- Undertake any additional duties as required by senior management in line with the level of this role

## Candidate requirements

### Education and Experience

- STEM Graduate: Sciences, Technology, Engineering, Mathematics
- Skilled in electronics, informatics, and mechanics with basic chemistry knowledge
- Excellent analytical, interpersonal and communication skills with the ability to communicate complex technical issues in an easy to understand manner
- Excellent decision-making, troubleshooting, problem resolution and creative thinking skills
- Experience diagnosing and repairing mechanical, electromechanical, and electronic equipment
- Ability to multi-task activities with shifting priorities. Able to work productively in a pressurized commercial environment
- Resourceful, with the ability to work independently and as a team member
- Excellent time management skills
- Experience working with field service management tools such as SAP to plan, execute and report customer service cases
- Full driving license and uninhibited ability to travel within the EU and internationally

### KPI's and Measures of performance

#### Key Objectives:

- Provide high quality, timely and accurate technical support (remote and onsite) to both internal and external customers
- Build and maintain positive relationships with customers, delivering high standards of customer service

#### KPI's

- Achievement of H.E.L after-sales commercial objectives
- Customer NPS
- First time fix rate
- Response time
- Service contract uptake
- Service contract renewal rate

## Training provided

- Product training (Installation, application, servicing and repair) at H.E.L UK
- Health & Safety Training
- Mentoring provided by product managers, application specialists and senior engineers

## 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