

## JOB DESCRIPTION

<b>Name:</b>	
<b>Job Title:</b>	Field Service Engineer for NOVAprep
<b>Reports to:</b>	Operations & Service Manager
<b>Location:</b>	UK
<b><u>Job Summary</u></b> Provide technical and application support to Novaprep users and Distributors globally	
<p><b><u>Main duties and responsibilities</u></b></p> <ol style="list-style-type: none"> <li>1. Provide technical assistance both on site and remotely</li> <li>2. Provide installation assistance directly on site and via the Distributor network</li> <li>3. Provide training to end users for the system application software</li> <li>4. Build and maintain excellent customer relationships</li> <li>5. Provide technical training to distributors to ensure maximum customer satisfaction</li> <li>6. Provide accurate reporting of all interventions</li> <li>7. Responsible for maintaining the company reputation and reporting all incidents to the line manager</li> <li>8. Commercially aware to support a growing global sales network with excellent cooperation and teamwork in sales with an ability to upsell</li> <li>9. Provide the highest levels of customer support and provide feedback to the line manager</li> </ol>	
<p><b><u>Qualifications and experience required</u></b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Minimum 3 years previous experience as a field engineer within the healthcare industry</li> <li>OND/ONC in electronic/electrical engineering</li> <li>Can do attitude with excellent customer facing skills</li> <li>Excellent PC and software skills</li> <li>Willingness to travel (up to 50% out of the UK)</li> <li>Previous knowledge within the pathology/cytology industry</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Second language (French/German)</li> <li>Software testing experience</li> </ul>	