

INTERNAL VACANCY

Job title : Service and Engineering Manager for NOVAprep

Location: UK based (close to airport as regular international travel is required)

Closing date : 10 October 2017

Job Summary

This role provides technical and engineering support for NOVAprep equipment on customer and distributor sites worldwide.

Main duties and responsibilities

- Service and Engineering Management which includes the management of the technical and engineering support for NOVAprep distributors
- Technical support and training for distributors and NOVAprep customers
- Ensure instrumentation (new and refurbished) is prepared, checked and ready prior to shipment to distributor or end customer
- Work with R&D team to develop and continually improve the NOVAprep system
- Establish and develop a relationship with distributors and suppliers which enhances the reputation and professionalism of Novacyt
- Development and production of technical and sales support documentation in conjunction with R&D and QA/RA
- Roll-out of software and / or hardware upgrades in conjunction with QA/RA or business requirements
- Assist with the Introduction of new products in conjunction with commercial teams and QA/RA
- Management and development of the CMMS system

Qualifications and experience required

- Experience in medical diagnostics/laboratory medicine
- Frontline engineering experience
- Relevant technical/science degree or engineering qualification
- Fluent English
- IT/Computer skills
- Strong Communication/Interpersonal skills
- Troubleshooting skills
- Presentation skills
- Commercial awareness and acumen
- When required, willingness to work unsociable and irregular hours
- Willing to travel worldwide on a regular basis to support distributors and customers

Hours of Work	37.5 hours per week
---------------	---------------------

For further information or to apply for this vacancy please e-mail Wendy Karban, Group HR Manager, wendy.karban@novacyt.co.uk