

A large, flowing teal shape that starts from the top right and curves down towards the bottom left, creating a dynamic background for the text.

US Service & Support  
Engineer – based in  
Alexandria, Virginia

# US Service & Support Engineer – based in Alexandria, Virginia

Competitive salary and benefits package on offer, within an employee-owned organisation.  
Closing date: 6th September 2021

## **Main purpose**

We are a company that provides measurement solutions (Process Analytical Technology) for the biopharmaceutical and brewing industries. We are looking for a Technical/Field Service Engineer to provide high quality assistance and support to our customers in North and South America. Your primary role will be to ensure the customer gets the best out of our equipment and solutions. Our customers will come to rely on you for timely and effective solutions to their technical questions and problems. The role will involve work travel. In normal circumstances, you will travel 15 to 25% of the time.

You will belong to the Technical Services Department and report to the VP of Technology, based out of Alexandria, VA. You will also work closely with the Sales, Marketing and Quality departments in both the US and UK. The role is located in Alexandria, VA.

## **Duties to Include**

- Provide technical support to our biotech and brewing customers by phone, email and in person visits (when safe to do so).
- Provide technical and applications training on the company's measurement solutions to our biotech and brewing customers.
- Help customers with data analyses.
- Ask customers targeted questions to quickly understand the root of the issue, and then provide informed recommendations and solutions.
- Refer to internal and external resources to provide accurate and prompt technical support.
- Prepare succinct and timely reports.
- Perform onsite installations (IQ's).
- Perform routine instrument calibrations, troubleshooting and repairs.
- Support instrument evaluations - perform system checks before shipment, on-site setup and training.
- Maintain/Organise equipment and demo stock inventory.
- Make sure stock equipment is functional, up to date and calibrated.
- Support the company's attendance at exhibitions and conferences, representing the company in a professional manner.
- Contribute to creation of new technical support material and documentation.
- Suggest product ideas and improvements to our internal management from customer experiences.

## **Knowledge, Skills and Experience Required**

### **Must have:**

- An electronics engineering degree or diploma, preferably with a good understanding of life sciences.
- Ability to follow calibration and repair protocols accurately.
- Strong presentation and public speaking skills.
- Ability to absorb scientific information and summarize scientific articles.
- Excellent problem solving and communication skills.
- The ability to build relations and influence decision making.
- Be analytically sound and have a systematic thought process.
- Ability to provide step by step technical help, both written and verbal.
- Respond well to working in a challenging environment.
- Demonstrable drive and enthusiasm for your work.
- Conscientious and display a strong commitment to the task at hand.
- Be at ease with organising, planning and executing your own travel.
- Adept at Microsoft Office (especially Word, Excel and PowerPoint).

The successful candidate will be open to relocation, be capable of traveling globally and hold a full driving license. The candidate should have the correct authorisation to work in the US.

To apply please send a CV and Cover Letter by email to: [hr@aberinstruments.com](mailto:hr@aberinstruments.com)

# Aber employee benefits at a glance

As part of Aber's commitment to making the company a great place to work and to reward our employees for their contribution and hard work, we offer the following benefits.

1000 gifted shares on completion of probation period



ABER profit share



Flexible working



Peace of mind if you die in service (4x salary for your family)



Income protection scheme (75% of salary)



Opportunity to buy further ABER shares



20 days increasing to 26 days (UK based) holiday plus bank holidays with additional shutdown between Christmas and New Year



Opportunity to influence how the company grows and operates through an employee council.



ABER contributes 8% towards your pension scheme, while you contribute just 3%



Cycle to Work scheme

