

A large, flowing teal shape that starts from the top right and curves down towards the bottom left, framing the text on the left side of the page.

US Technical Field Service Engineer – Biotechnology

US Technical Field Service Engineer – Biotechnology

Location: Alexandria, VA, USA

Closing date February 19th 2024

A full time role, with a competitive salary and benefits package on offer, within an employee owned organization.

The ABER Instruments Inc Team is looking to grow with the addition of an **English and Spanish speaking** Technical Field Service Engineer. The role is based in Alexandria, Virginia, and will involve work travel.

We are an employee owned company based in the US (headquarters in Aberystwyth, Wales, UK), with over 30 years' experience in supplying monitoring instrumentation for the brewing and biotech markets. Our website has more information about our employee owned ethos, history and products. As an employee owned company, our culture is at the forefront of everything that we do.

The company is an established, global market leader constantly working to innovate and expand our product portfolio. We count many of the world's leading biotech and brewing companies as valued customers.

In joining us at this exciting time in our development, you will receive a competitive salary including a generous benefits package.

Main purpose

As the company is growing, our product portfolio is expanding and we aim to build a diverse team capable of delivering to our customers' high expectations. You will be required to complete the service and repair of ABER Instruments manufactured range of products in line with ABER's high quality standard, resolving customer issues in a timely professional manner. You will be supporting our customers in North, Central and South America regions.

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, Support, Marketing and Quality departments in both the US and UK. The role is located in Alexandria, VA. An appetite to learn and develop is important. Attention to detail and quality is essential.

Please note that this is not an IT position

Duties to Include

Current Vacancies

www.aberinstruments.com

- Inspect, diagnose, and analyze ABER's instrumentation.
- Travel to customers onsite to assess and endeavor to repair instrumentation.
- Manage the service schedule and provide lead time and repair costing, liaising with Customer Support, R&D, and Sales Admin departments.
- Assess the suitability of documentation for incoming RMAs.
- Ensure all repairs are completed to ABER standard following internal documentation and procedures.
- Report all non-conformities to the Quality Manager.
- Plan in accordance with service department budgets.
- Set up Key Performance indicators to track service department performance in Safety, Quality, Delivery, and Cost.
- Log fault metrics and compile commonalities in system faults.
- Provide technical support to our biotech and brewing customers by phone, email and in person visits.
- Provide basic system training and hands-on training to customers.
- Recalibrate equipment and provide reports to customers.
- Ask customers targeted questions to quickly understand the root of the issue, and then provide informed recommendations and solutions.
- Prepare succinct and timely reports.
- Perform onsite installations (IOQ's).
- Maintain/Organize equipment and demo stock inventory.
- Make sure stock/calibration equipment is functional, up to date and calibrated.
- Suggest product ideas and improvements to our internal management from customer experiences.

Knowledge, Skills and Experience Required

Essential

- An electronics engineering degree or diploma, preferably with a good understanding of life sciences.
- Practical electronic skills, with an understanding of mechanical engineering principles.
- Excellent analytical and problem solving skills.
- Excellent communication skills both written and verbal in order to relay the problem and solution to the customer.
- Ability to work with others collaboratively.
- Understanding of communications protocols such as current loops, Modbus, etc.
- Ability to follow calibration and repair protocols accurately.
- Ability to provide step by step technical help, both written and verbal.
- Respond well to working in a challenging environment.
- Attention to detail and have strong organizational skills.
- Demonstrable drive and enthusiasm for your work.
- Conscientious and display a strong commitment to the task at hand.

- Be able to effectively communicate in English and Spanish.
- Be at ease with organizing, planning and executing your own travel.
- Ability to travel up to 30-40% of working days in each year.
- Valid international passport.

Desirable

- Additional language skills in Portuguese.
- Field Service Experience.

To apply, please send your CV and covering letter detailing your skills and experience to hr@aberinstruments.com. For an informal discussion please call Nickie Vidal 571-397-9108.

To apply please send a CV and Cover Letter by email to: 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

