Blue Scientific Ltd
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Field Service Engineer – The Netherlands

BlueScientific Ltd specializes in the sales and service of scientific instruments for research, development and process control applications in both academic and industrial markets. We are the authorized partner for some of the World's leading scientific instruments brands, including Bruker, Thermo Fisher and Ametek and employ staff throughout the UK, Ireland, The Netherlands and the Nordic region. Due to sustained growth, we are now seeking to appoint a highly motivated individual to our Dutch service and support team, in the role of Field Service Engineer.

Territory: The Netherlands

Location: Field based / Home office in the Netherlands

Role Description: As a territory-based Field Service Engineer, you are responsible for installation, service & support of certain products within the company's portfolio of scientific instrumentation in the Netherlands.

Examples of Products: Primarily X-ray Diffractometers (XRD) and Single Crystal X-ray Diffractometers (SCD) as well as other X-ray analytical techniques from time to time.

Key responsibilities within the role include:

- Installation and commissioning of new instruments at customer sites.
- Training users on basic operation of instruments.
- Planning & carrying out onsite scheduled routine preventative maintenance.
- Responding to customer service calls, which will have been logged via our service centre initially, providing telephone, e-mail, and remote online technical support as required.
- When necessary, visiting customer sites to carry out further diagnostics and repair work to return customer systems to good working order.
- Documentation of all related service jobs in our CRM-system.
- Ensure that our customers receive all relevant documentation after a job is completed.
- Liaising with the instruments manufacturers to expedite the resolution of all customer service issues as quickly as possible.
- Participate in mandatory service trainings on site at our various principals' factories.

Requirements:

- Background in electrical, mechanical engineering or physical sciences is highly desirable
- Familiarity with X-ray and electron beam generation is desirable
- Strong interest and ideally hands-on experience with scientific instrumentation
- Knowledge of electrical and mechanical principals
- Strong communications skills in Dutch (any Nordic language skills is an advantage)
- Strong communications skills in English (our corporate language)
- Highly self-motivated and able to work independently to meet agreed deadlines
- Prepared to travel according to customer and company needs
- Ability to independently plan customer visits and travel
- Ability to work collaboratively in a team environment with a strong positive "can do" attitude
- Empathic, analytical and problem-solving skills are needed
- A valid driver's license

About BlueScientific:

Established in 2013, we are an ambitious, dynamic and fast-growing business, and offer a supportive work environment for our employees, with excellent opportunities for career development. The ethos of the company, which operates under strong ethical terms, is one of developing our personnel, with coaching, training and career growth opportunities as well as empowering them to be able to give great customer service.

BlueScientific is an equal opportunities employer and offers a competitive benefits package including performance-related bonus, pension and private health insurance

The employment includes company car, laptop and mobile phone, as well as other necessary tools for the role