

Job Description

Title: *Field Maintenance Support Engineer*

Cost Ctr: 609100

Work Location: York – England

Position Status: Full-time Part-time

Division & Department: Field Maintenance O&G

Position Reports to: Senior Director of Field Maintenance

JOB SUMMARY

The Field Maintenance Support Engineer, will be required to support Field Maintenance Engineers based either in York or In Country across various global Programs to ensure that equipment and instruments are maintained and available to meet the program objectives. This support will be mainly from York via telephone or internet support however, some occasional travel will be required to meet either program or company objectives. In addition, the Field Maintenance Support Engineer will also assist with any other programs or opportunities as required and as directed by the Senior Director of Field Maintenance.

SUMMARY OF ESSENTIAL JOB FUNCTIONS

The essential functions listed below are representative of the functions that must be performed in order to satisfactorily fulfill the purpose of this job. Additional functions and duties may be assumed or assigned from time to time.

- Remote support of GCMS, HPLC, Fluorimeters and any other relevant instrumentation and equipment as supplied by the company through direct online connections or various communications tools as is required.
- Support Field Engineers and or clients remotely and advise repairs as required.
- Occasional need to travel internationally to different countries worldwide to install, repair, maintain or decommission equipment as required.
- Aid or lead the repair of field instruments returned to the office.
- Aid in the delivery of company maintenance programs to ensure reliability and availability objectives are met.
- Use company systems to ensure work standards are maintained and maintenance activity is reported in a timely manner.
- Focus on continuous improvement.
- Work closely and flexibly with internal and external clients
- Manage and order spares as is required to ensure Min levels of spares are held in York Office.
- Aid In Country Field Engineers to identify, order and manage instrument spares as is required to ensure sufficient spares are held in program country to support individual country programs.
- Maintain and update Work Instructions as is required.
- Due to the nature of this role, the candidate may be required to be on call on evenings and weekends to cover client and engineer support.

Job Description

KNOWLEDGE, SKILLS AND ABILITIES [education, certification, experience, general skills]

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills and/or abilities required to satisfactorily perform the essential functions of this job.

- BS in Science or Engineering, Chemistry preferred.
- > 5 years' experience working with technology (IT, science, engineering, or chemistry)
- Proficiency with Windows software troubleshooting
- Experience in the use of and basic maintenance of laboratory analytical equipment
- Possess the ability to perform moderate to complex troubleshooting activities on various lab instrumentation in an independent manner, following standardized written procedures where available.
- Good mechanical aptitude and dexterity.
- Ability to exercise complex analytical skills and to make decisions based on established company guidelines.
- Excellent communication both in written and verbal form.
- Possess excellent customer service skills
- Detail-oriented and organized with strong initiative and sense of ownership with all aspects of the job.
- Effective time management

SPECIAL REQUIREMENTS [Travel %, language, etc.]

- Due to the work requirements of this position, it is not a normal Monday to Friday, 9 to 5 job;
 - There may be some times when work will be required in the evenings and or at weekends.
 - There may be a requirement to travel some weekends or evenings.
 - There is an estimate of up to 30% travelling required for this role and candidates should have no barriers or impediments to travel by air, road, rail or sea.
- The candidate will report to the Senior Director of Field Maintenance however.
- Specific experience in the setup, maintenance and basic repair of GC, GC-MS and or Fluorimeters would be advantageous.

COMPANY VALUES

All Authentix employees are expected to embrace our Company values in the performance of their respective tasks and duties.

Always with *integrity*.....Authentixians value:

- Teaming and collaboration
- Advancing science and technology - for a better world
- Dedicating ourselves to our clients' success
- Competing and winning in the marketplace