



Field Service Engineer – Analytical Instruments

Analytical Instrument Field Service Engineers travel daily to customer sites to install instrumentation or provide preventative maintenance, troubleshooting, and repair of NMR (nuclear magnetic resonance) instruments.

What you will do:

- Independently plan and complete assignments; the District Manager defines objectives and priorities
- Review reports and documentation from customers and inspect malfunctioning instrument to determine nature and scope of problem
- Systematically analyze findings to determine source of instrumentation problem, and recommend repair, replacement, or other corrective action to District Manager
- Refer complex problems and concerns to appropriate individuals
- Consistently exercise discretion and independent judgment to resolve problems.
- Provide on-site technical assistance to help troubleshoot and repair equipment.
- Provide excellent customer service to our clients

Qualifications:

- The ideal candidate will have an Associate's degree in an appropriate area of electronics, engineering or science along with some experience with NMR, analytical instrumentation, RF electronics or an equivalent combination of education and electro-mechanical experience.
- The position requires knowledge and ability to apply principles of RF electronics
- An understanding of troubleshooting techniques and approaches, ability to analyze, evaluate, and assess complex and interactive mechanical components
- Hands-on technical experience with installation, troubleshooting, and repair of equipment is required

- Knowledge and experience with NMR and analytical chemistry preferred
- Requires a valid driver's license, passport, and some overnight travel
- Excellent customer service skills
- Familiarity with web-based expense reporting, CRM and labor tracking systems preferred
- Approximately 30-50% overnight travel is anticipated in this position.

About JEOL:

Since 1949, the JEOL legacy has been one of providing solutions for innovation. JEOL positively challenges the world's highest technology, forever contributing to the progress in both Science and Human society through its products. We have 60 years of expertise in the field of electron microscopy, more than 50 years in mass spectrometry and NMR spectrometry, and more than 40 years of e-beam lithography leadership. The primary business of JEOL USA is the sales of new instruments and peripherals and support of scientific instruments throughout the United States, Canada, Mexico, and South America.

What we offer:

JEOL offers competitive salaries and a comprehensive benefits package including a 401K plan with a match and company contribution, company car, and opportunities to advance within the organization. If you have the desire to work in an industry where your work contributes to progress in science and society **please complete an online application at www.jeolusa.com/careers** or fax resume in confidence to Human Resources at (978) 536-2484.

To gain insight about what it's like to work at JEOL please view our employee videos at <http://www.jeolusa.com/ABOUT-US/Career-Opportunities/Working-at-JEOL>

JEOL is an Affirmative Action/ Equal Opportunity Employer. Applications from minorities, females, veterans, and individuals with disabilities are strongly encouraged.

EOE/Minorities/Females/Vet/Disabled