

## Field Service Engineer – US

**Reports to:** Team Leader – Field Service Engineer    **Type of contract:** Permanent    **Start date:** ASAP

Are you an experienced Field Service Engineer professional **located in the US**, looking for an exciting challenge where you can have an impact on the future growth of your company?

### About us

Lunaphore Technologies is a company born with the vision of accelerating cancer research, by making spatial biology mainstream in every research laboratory. We build solutions that simplify technology adoption for discovery and translational research laboratories and empower researchers to develop better targeted treatments for cancer and other diseases. To support our future growth, we are looking for a highly motivated and dynamic individual to join our team!

### Your Missions

Reporting directly to the Team Leader – Field Service Engineer, you will provide remote and on-field support for pre and post-sales activities with strong hands-on and problem-solving skills.

- Support Lunaphore and customers in maintaining and running the setup properly.
- Investigate problems and develop solutions to address them.
- Install and maintain equipment and test it for performance and safety.
- Understand thoroughly all the technical aspects of the product on the hardware side as well as on the software side.
- Run basic staining assays on the setup for testing protocols. (Training will be provided).
- Collaborate effectively with the technical team to understand and improve the product.
- Identify and keep track of all details and feedbacks at the customer site.
- Communicate effectively customers experience to the team through detailed reports and presentations.
- Drive for results by consistently achieving goals and pushing to complete tasks by their deadlines.
- This position includes frequent travelling at a short notice.

### Your ideal profile

- At least 3 years' experience in field service engineering in life sciences research/diagnostics and medical devices.
- Relevant industry specific qualifications in Microsystems, Mechanical engineering, Bioengineering, electrical engineering, microscopy optics.
- Hands on experience in basic laboratory techniques – preferable.
- Troubleshooting, root cause analysis experience. Experience in IT support for software and hardware is a plus.
- Ability to meet the physical requirements of the job, working with heavy complex devices, confined spaces.
- Fluency in oral and written English is a must. Additional language skills are a plus.
- You like interacting with people, bring advice and solutions to them, and demonstrate good customer service skills.
- You are hands-on and like to solve problems.
- You are skilled to manage technical work in the field even with little supervision.
- You are capable to interpret technical issues from descriptions given by the customers.
- You can adapt in a constantly changing environment.
- You have the ability to collaborate with others by working in a team, share information with peers and managers.
- You demonstrate critical thinking and analytical skills, good organizational skills, punctuality, and attention to detail.
- You have strong integrity, hardworking and solution oriented.

### What we offer

- A dynamic company where you can have a real impact
- An environment where you will be able to grow both professionally and personally
- Collaborate every day with a young, interactive, and motivated team

Are you passionate about making spatial biology mainstream and empowering researchers? Us too!

Send us your complete application through [human.resources@lunaphore.com](mailto:human.resources@lunaphore.com)