

Haier Biomedical UK

Job Title:	Field Service Maintenance Engineer – Laboratory Equipment
Sector:	Life science, biomedical, healthcare, pharma and related industries
Department:	Operations
Location:	South East/London M25 and surrounds
Salary:	Subject to experience
Hours:	40 hours per week – Monday-Friday
Benefits:	Car allowance + company pension + profit share

Haier Biomedical UK is looking to employ a field-based maintenance engineer maintaining and servicing our market-leading refrigeration and related lab equipment into academia, pharma, research and healthcare settings. You will ideally have a minimum of 2-years' maintenance experience ideally within laboratory sector, alternatively you may be a commercial refrigeration engineer (FGAS qualified), looking for a new and rewarding challenge.

Equipment covered:

- Refrigeration (-150°C to +4°C) from coldrooms to ice machines to cryogenic freezers and vaccine/blood storage solutions
- Clean air – air purifiers, biological safety cabinets and laminar flow
- CO₂ incubators, incubators and ovens
- Centrifuges

Job purpose outline:

As a field service engineer you will be responsible for maintaining, servicing and repairing of a wide range and ever-expanding general laboratory equipment. Our service offering covers all makes and models, not just our own brand.

You will be covering the whole of the UK, but the majority of your work will be in London and the South East. Some travel away from home for short periods is required.

In addition to planned calls, you will attend reactive calls. You will also be expected to promote the full portfolio of products and service offerings when attending customer sites. We encourage input and any recommendations to the service department on changes for cost savings and performance improvements.

Key tasks:

- Provide first-line technical support to external or internal customer's by giving advice via the telephone and/or by visiting the equipment on site
- Repair, PPM service and installation of equipment and related monitoring systems
- Perform IQ/OQ/PQ, temperature mapping and calibrations
- Carry out testing to ensure accurate fault diagnosis
- Remove equipment to workshop as appropriate, where the detailed diagnostics and

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investigation can be more readily achieved, dismantling equipment when necessary and replacing faulty parts

- Build and maintain positive relationships with customers, delivering high standards of customer service.
- Sell service products and generate product leads for sales team
- Complete the required number of service calls per day as directed by the service manager
- Ensure satisfactory levels of parts stock at all times.
- Coordinate with Customer Care Team in order to ensure effective planning, organisation and delivery of service call schedule.
- Ensure accurate and timely completion of all required paperwork and reports using simPro service software.
- Adherence to health and safety practices and procedures.
- Provide recommendations to the service manager on changes for cost savings and performance improvements

Key Skills:

- Ability to work under pressure
- Technical and problem-solving skills
- Good working knowledge/understanding general laboratory equipment and/or refrigeration and safe working practices
- FGAS certified 2079/City and Guilds Refrigeration and Air Conditioning would be an advantage
- Strong organization skills
- Strong communication (verbal and written) and ability to work collaboratively/team player
- Ability to build relationships with customers with the tact and diplomacy required to deal with customers in a stressful situation and provide confident assurance
- Self-confidence and ability to work independently or as a member of a team
- Knowledge of GLP, GMP and other practices and legislation relevant to product area e.g. MHRA, HTA guidelines
- Computer literate and ability to collect and report data effectively
- Good practical skills, resourceful with a common-sense approach
- Willingness to work long or unsociable hours when required

About Haier Biomedical

Haier Biomedical is one of the world's leading suppliers of life science equipment and part of the \$38 billion Haier Group. It designs, manufactures and sells laboratory equipment for the global market to enable scientific researchers and clinicians across the globe to perform research projects, produce medicines and treatments.

CVs to marketing@haierbiomedical.co.uk