

## Engineer I, Field Service

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Company: Thermo Fisher Scientific

Location: Spain

Category: other-general

- Perform all service activities in compliance with internal rules and customer regulations.
- Provide adaptable telephone support, diagnostics, and on-site services to exceed customer expectations and ensure their success using TFS instruments.
- Actively promote our contract products.
- Cultivate professional relationships with customers to achieve customer loyalty and bring up any critical issues for prompt resolution.
- Handle company assets provided, such as inventory, tools, software, and company vehicles.
- Coordinate with necessary partners for service planning and scheduling.
- Accurately and timely report all activities as required.
- Ensure alignment of activities at customer sites with other parts of TFS and share important customer information with relevant teams.

### **Education:**

- Professional background in Electronics/Chemistry/Engineering or related subjects.

### **Experience:**

- Minimum 1-5 years of experience servicing analytical equipment or equivalent applications specialist experience.

### **Required Qualifications:**

- Strong problem-solving skills.
- Good verbal and written communication skills, with the ability to collaborate across all levels, functions, and regions.

- Proven track record of prioritizing multiple tasks and excellent interpersonal and negotiating skills.

- Proficiency in PC skills.

### **Non-Negotiable Hiring Criteria:**

- Valid driving license.

- Willingness to travel mainly within the appointed region (Andalucia/Canarias - 90%) and the rest of the Iberia territory (10%).

- Ability to travel internationally, including all EMEA Territory and the US, for training or special calls.

- Good English skills, both verbal and written.

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