

Now Hiring Field Service Specialists!

Who we are

Lab Tech Support Field Services Organization is comprised of highly skilled, motivated and customer focused professionals that are technical experts on SCIEX, AGILENT, SHIMADZU and WATERS (Mass spectrometers (LC-MS/MS), high pressure liquid chromatography (HPLC and UPLC), time of flight (LC-MS/ TOF, or TOF-TOF) instruments).

As a Field Service Specialist, working for a fast-growing service organization, you will join a global team of specialists that are committed to ensuring legendary service for SCIEX, AGILENT, SHIMADZU and WATERS for all our customers who utilize the scientific instrumentation.

In this role, you will have the opportunity to provide technical expertise on SCIEX, AGILENT, SHIMADZU and WATERS innovative product suite (LC, LC-MS/MS, LC-MS/TOF, TOF-TOF, HPLC/UPLC) for multiple customer laboratories spanning across the Pharmaceutical & Life Sciences, Chemical Materials, Clinical, Food, Environmental, Forensics, Academia and Government industries.

Seeking

Lab Tech Support is seeking a highly skilled, motivated and customer focused professional to join our world-leading Field Services Organization anywhere in the USA or CANADA.

Candidates who have 4 or more years of experience with tandem quadrupole, ion trap or TOF LCMS are preferred but all will be considered.

SALARY \$45,000 - \$120,000
(based on experience)

Responsibilities

- Install, perform maintenance, troubleshoot, and support SCIEX, AGILENT, SHIMADZU and WATERS product suite (LC, LC-MS/MS, LC-MS/TOF, TOF-TOF, HPLC/UPLC) and maintain collaborative relationships with external and internal customers, ensuring their success
- Manage customer expectations by communicating work performed and providing follow up plan if needed
- Ensure customer compliance regulations are followed
- Deliver system level training at customer sites
- Issue field service reports on a daily basis to document work performed
- Maintain sound knowledge regarding the technology and customers' application demands
- Work with the Sales team in respect to identifying future business development opportunities and needs for service contract sales

Qualifications:

- Engineering or other science related field is desired, will also consider applications with equivalent experience, training and education.
- 2+ years experience with installation, performance maintenance, troubleshooting, support and/or end user utilization of scientific instrumentation, preference for previous maintenance experience with any of SCIEX, AGILENT, SHIMADZU, AND WATERS product suite LC, LC-MS/MS, LC-MS/TOF, TOF-TOF, HPLC/UPLC).
- **LC-MS/MS experience.**
- Valid Driver's License in good standing is mandatory
- Ability to perform effective system level troubleshooting
- Overnight travel as required

Competencies:

- Must possess a strong customer focus
- Interpersonal savvy, able to communicate with different expertise levels appropriately, and change your approach to meet customers' needs
- Personal sense of integrity and trust
- Effective time management skills
- System level approach to problem solving
- Analytical mindset with a strong drive to resolve open issues
- Excellent verbal and written communication skills

How to apply:

Via email to: HR@LABTECHSUPPORT.COM

Via fax: 1.800.711.1096