

Field Service Engineer – Cryo Electron Microscopy

Job number: 54956 BR Location: Cambridge

Jobnumber 54957 – Location: Hemel Hempstead

Jobnumber 54958- Location: Oxford

The Company

Pushing the boundaries of discovery

With more than 60 years of innovation and leadership, FEI Company enables customers to find meaningful answers to questions that accelerate breakthrough discoveries, increase productivity, and ultimately change the world. FEI designs, manufactures, and supports the broadest range of high-performance microscopy workflows that provide images and answers in the micro-, nano-, and picometer scales.

Combining hardware and software expertise in electron, ion, and light microscopy with deep application knowledge in the materials science, life sciences, electronics, and natural resources markets, the worldwide FEI team of 3000+ employees is dedicated to customers' pursuit of discovery and resolution to global challenges.

Thermo Fisher Scientific acquired FEI Company in September of 2016 as a part of the Analytical Instruments Group (AIG) in the newly-formed Materials and Structural Analysis Division (MSD).

Check out these video's to get more insight in what it means to work on our complex High-Tech Transmission Electron Microscopes. These high-end tools are being produced in our cleanrooms in Eindhoven, the Netherlands.

- FEI's corporate organization <https://www.youtube.com/watch?v=ABSxT6Y099I>
- Inside the FEI Titan Transmission Electron Microscope
https://www.youtube.com/watch?v=2wEmsDh_I_A

Cryo-Electron Microscopy (Cryo-EM):

Cryo-EM reconstruction has become a powerful tool in determining the 3D structure of biological molecular structures, in some cases down to the near atomic level. Advanced sample preparation techniques permit observations in the molecules' native, fully-hydrated state without damage or preparation artifacts. Cryo-EM avoids X-ray crystallography's requirement for crystallization and NMR's limitations on size and complexity. And the combination of EM reconstruction with structural information from X-ray crystallography and NMR spectroscopy enables structural biologists to gain a

much more comprehensive understanding of the studied molecule than could possibly be achieved with any single technique.

The Mission

The Sales and Service Division (SSD) of FEI is charged with selling and servicing FEI products in geographical territories worldwide. The SSD Organization serves as the primary FEI contact to both potential customers and current customers alike, providing a range of value-added products and services and maintaining the highest levels of customer satisfaction.

The Position

The Field Service Engineer is responsible for performing the on-site installation, servicing and repair of complex equipment and systems (Cryo-EM). Investigates and approves operational quality of system equipment. Instructs customers in the operation and maintenance of the system. Serves as company liaison with customer on administrative and technical matters for assigned projects. Main goal is to service 5-8 High End Tools located relatively close to each other. From time to time support to projects in the bigger EMEAI region will be requested. The Field Service Engineer reports to the Service Manager of his region.

Responsibilities and deliverables include:

- Conduct on-site installation of complex equipment and follow testing procedures to ensure proper working order
- Conduct on-site scheduled planned maintenance visits
- Provide troubleshooting and repair support for customers and other field service personnel
- Cultivate and develop positive working relationships with customers, system users and company personnel
- Complete and submit field service reports
- Provide training for customers and users on system maintenance
- Provide feedback to product quality teams
- Provide appropriate input in writing updating and correcting various FEI system documentation
- Provide input for various reports including identifying and isolating unique problems with system
- Act as a subject expert and resource for training

The Requirements

- The first 6 months of the job will contain an intensive training program in Eindhoven (NL) where you will get trained in corporation with the Factory team as well as the Technical Service Group.
- This position is ideal for an experienced service engineer wanting to be involved with a dynamic team and exposed to a constant variety of customer application areas.
- The successful candidate will possess the following combination of education and experience:
- Typically requires a Bachelor or University degree or equivalent experience in electronic or mechanical system troubleshooting
- Typically requires 1-7 years hands on technical experience installing, troubleshooting, repairing and calibrating complex analysis tools such as SEM, TEM, FIB or similar systems.
- Experience troubleshooting and repairing ultra-high vacuum and high voltage systems is highly desired.
- Ability to deal effectively with customers
- Excellent interpersonal communication skills
- Proven ability to troubleshooting complex systems and subsystems down to component level
- Literate in Windows software environments
- Able to read and interpret schematics drawings
- Ideal a candidate would be based in Cambridge area
- Travel requirement 35-50%

Competencies

The successful candidate will possess the following competencies:

- Excellent Systematic Problem Solving skills
- Excellent Customer Service Skills
- Collaboration & Teamwork, Relationship Building
- Attention to Detail, accurate in all you do
- Commitment to Task
- Flexibility & "can do" mentality
- Open Communication, respectful to local cultures.