

## Do you want to become a Field Service Engineer at Technobis Crystallization Systems?

We are a fast-growing high-tech organization in Alkmaar and looking for you!

In line with our strategic execution to expand our activities with our clients and stakeholders, and growth ambition, we are looking to strengthen our team for an enthusiastic and experienced Field Service Engineer.

Our mission will inspire you: We exist to help research succeed! To make sure we will achieve our mission, we need to grow big in awareness and revenue.

Technobis Crystallization Systems provides crystallization research systems to its clients in the pharmaceutical and chemical industry all over the world. The systems allow our clients to improve their internal R&D capabilities. The systems are developed by specialists, based on their experiences in R&D. Currently the company offers three high-end crystallization research systems. Several new product ideas are under construction to extend our product portfolio for the coming years.

Our current product portfolio exists of:

### Crystal16®

A parallel crystallization system for solubility and crystallization research. The Crystal16® allows to perform 16 crystallization experiments at the same time. This bench top 16 reactor crystallizer operates at less than 1-mL. After more than 10 years of success in more than 200 companies, it is, by far, the world's most used equipment for solubility curves measurement and phase diagrams.

### Crystalline®

The Crystalline® is a unique modular product line, based on a small volume parallel crystallizer with overhead stirring and refluxing capabilities. The system provides process chemistry and solid-state group's access to particle visualization and size information at a much earlier stage of development with limited material requirements.

### CrystalBreeder™

The CrystalBreeder™ is the first crystallizer dedicated for both drug development and discovery/hit identification carrying out rapid complete crystallization screens with as little as 1 mg of sample. The CrystalBreeder™ gives you real time turbidity information for 32 parallel temperature-controlled experiments.

## Field Service Engineer (40 hour)

To strengthen our team we are looking for an enthusiastic and experienced Field Service Engineer. This function requires a genuine technical interest in both the crystallization application as well in the delicate hardware of this high-tech equipment, combined with organizational, communication and interpersonal skills. Willing to travel is a must!

## Your function

You are responsible for the technical product support for all our Crystallization Systems. Specific focus is on providing technical support, preventive maintenance, and repairs to new, potential and existing customers in the Crystallization Research world. You will support the service team for technical installation and commissioning as well assist the distributors with technical questions.

## Your Responsibilities

Installation of equipment:

- Installation of high-tech research equipment at customers globally. (mainly Europe, and occasionally Asia and USA).
- Functional training of end-users.
- Executing service visits to maintain our products at the customer location. Between 50% and 70 % of the time traveling abroad.

First line support:

- Answering customer questions.
- Pro-active resolving technical issues on all disciplines, e.g. mechanically, electrical, software, application etc. Needed help, knowledge or else must be requested in an autonomous way.
- Providing technical support and does troubleshooting of issues by telephone and/or e-mail.
- Technical support for our distributors in China, Japan, India, etc.

Fast turnaround and accurate administration of Customer issues is critical.

Contribute to departmental & Customer Service improvements:

- Continuously improve the different procedures for Service visits, installations, and repairs.

Planning & organization of service- and installation visits:

- Responsible for the overall planning of own customer related visits in a time efficient manner.
- Provide detailed information after each customer contact and uses the administrative procedures.

Miscellaneous activities:

- At all times, maintain timely and professional communication towards customers.
- Ensure adherence to the principles of Safety-Quality-Output-Efficiency.
- Give support with systems configuration and perform quality tests before delivery.

## Expertise

The ideal candidate should have:

- BSc in Applied Science / Bachelor with Technical background. Or an MLO diploma with several years of laboratory experience or an MBO diploma electrical or mechanical.
- At least 2 year experience in a Customer Service or (customer) related work field.
- Great customer awareness.
- A high level of creativity and a result oriented way of working.
- Experience working with and/or installation of research equipment is a pre.
- Strong communication skills
- Good written and verbal expression in the English language, additional languages are an advantage
- Can-do mentality, no 9-5 mentality
- Strong planning and organizing skills
- Must be willing to travel.

## Additional Information

Location: Alkmaar, Netherlands

Position: Full-time, 40 hours per week.

Vacation: 25 days, 12 ATV

## For More Information

Do you want more information? Please look at our website [www.crystallizationsystems.com](http://www.crystallizationsystems.com) or contact:

Stephan van Banning (General Manager)

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Do you think you fit our profile? Apply now! Send your application and CV (both in English) to: [info@crystallizationsystems.com](mailto:info@crystallizationsystems.com)