

TECHNOBIS CRYSTALLIZATION SYSTEMS

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.

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®

we launched the Crystalline® system in 2009. 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®

Launched in 2013 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.

SITUATION

To strengthen the Technobis Crystallization Systems B.V. team we are looking for an enthusiastic and experienced

Field Service Engineer US

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!

FUNCTION & RESPONSIBILITIES

As member of Technobis Crystallization Systems Service Team, our Field Service Engineers have the following tasks:

Maintenance of Equipment

- service visits to maintain and calibrate our high-tech research equipment at the customer location for customers in USA and Canada
- Preparing and providing customer with maintenance reports
- Repairs of equipment on-site
- Responsible for administration of records in accordance with Quality System
- Responsible for travel arrangements for installations and maintenance visits
- Provide detailed information after each customer contact by use of CRM system

Installation of equipment:

- Installation of high-tech research equipment at customers in USA and Canada.
- Operational training of end users

Planning & organization of service- and installation visits

- Working from home office and up to 70% of the time traveling to and visiting customers in Territory North America
- Responsible for the overall planning of own customer related visits in a time efficient manner.
- Provide detailed information after each customer contact and properly follows the administrative procedures and quality system.

First line support:

- Answering customer questions.
- Pro-actively 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 troubleshooting of issues by telephone and/or e-mail. Fast turnaround and accurate administration of Customer issues is critical.

Miscellaneous activities:

- At all times, maintain timely and professional communication towards customers.
- Ensure adherence to the principles of Safety-Quality-Output-Efficiency

REQUIREMENTS

The ideal candidate should have:

- B.Sc. in Chemistry with Technical background and several years of laboratory experience or an Associates degree in electronics technology or equivalent.
- At least 5 years 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
- Can-do mentality, no 9-5 mentality
- Strong planning and organizing skills
- Must be willing to travel throughout North America and Internationally as needed.

ADDITIONAL INFORMATION

Location: East Coast USA

Position: Full time

FOR MORE INFORMATION

For further information Do you need additional information? Look at our website at www.crystallizationsystems.com or you can contact Amy Wagner (Sales Director USA) at +1 (563)564-1988.

Do you fit our profile and want to apply? Send your cover letter and CV (both in English) to: info@crystallizationsystems.com