



HAEMOKINESIS LTD, Melbourne, Zurich Branch, a company specializing in the manufacture and marketing of innovative products for medical laboratories and hospitals specializing in immunohematology (blood group diagnosis) is looking today for its site in Courgevaux for a:

Technical Support Engineer

(asap)

Your responsibilities/tasks:

- You interact with internal and external departments and assist and work close with the marketing department to support our distributors and direct customers
- You help distributors and direct customers (remotely or on site) resolve failures or questions about their instruments
- You participate in updating service manuals and other technical documents
- You are involved in the international installation, commissioning and configuration of instruments and support staff and trace the status of every case until it is resolved
- You design, organize and conduct internal and external technical instrument training courses for our distributors (in English)
- This position shall also help in establishing new product specifications and system inputs and in technical documents
- You participate in different internal projects

Your competences/profile:

- You have a technical education with specialization in electronics, automation, mechanics
- IT skills:
 - Windows and Linux basic knowledge with a good knowledge of networking
 - Able to use Office instruments (Word/Outlook etc.)
 - Basic knowledge of statistics
- At least 2 years of experience in technical support for instruments on the field
- You are of French or German language and excellent English skills, any other language is a plus
- You are open to travel abroad (5% to 10% of the work time) and open to occasional work outside normal working hours (for example in the evening or night or during weekends)
- Your soft skills: independent, solution oriented, able to manage complaints, to arrange your own work and prioritize tasks

If you are interested in a new function in an innovative company that offers real development opportunities and attractive conditions of service, please forward your complete application dossier in English to the e-mail address given in the advertisement.

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