



Job title: Combined field support engineer and global technical trainer.

About Us

Haemokinesis is an innovative, research driven Australian biotech company committed to satisfying the needs of customers worldwide with fast, reliable diagnostic platforms in laboratory and point-of-care / point-of-trauma in the fields of Immunohaematology.

About the Role

Haemokinesis is seeking a Field Service Engineer/ Technical trainer based at our Murten, Switzerland facility responsible for supporting local and international customers and business partners. In this role you will be providing technical support (on-site and remotely), technical training, as well as in-house R&D support.

The ideal applicant will have significant technical support experience in the clinical diagnostics industry.

Responsibilities:

- Train field service engineers on the installation, repair and maintenance of biomedical laboratory (IVD) instruments- through both classroom and on-line sessions.
- Travel internationally to conduct training courses with our partners and customers
- Assist in developing and maintaining training content, lab exercises, presentations, and accompanying technical documentation and materials.
- Perform field support duties when not conducting training courses including - installation, maintenance and repair of equipment.
- Mentor customers and partners on maintenance and troubleshooting procedures
- Analyse data from the field in order to recommend continuous improvement activities
- Manage escalations from partners and customers.
- Assist the R&D team in testing and validation activities.
- Work closely with internal and external departments including sales, marketing, warehouse and applications

Requirements:

- Experience in training technical associates – a training qualification such as train-the-trainer would be ideal
- Experience in field support in the medical diagnostic (IVD) industry

- Ability to travel locally and internationally on a regular basis
- open to occasional work outside normal working hours (for example in the evening or night or during weekends)
- Enjoy working in a flexible and dynamic environment
- Good communication skills and proficiency in English
- Ability to work across different cultures and language groups
- A science or Engineering qualification
- Full working rights in Switzerland.

If you are interested in a new career at an innovative and dynamic 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.