

FIELD SERVICE ENGINEER (m/f)



anteris systems has been founded in 2018. We provide service, support and consumables for Oligo and Peptide synthesizers, sale of refurbished Oligo and Peptide synthesizers as well as flexible and tailored service packages. This portfolio also includes Äkta instruments (Explorer, Purifier, Prime, OligoPilot).

For the strengthening of our team at our **location in the Munich area and Berlin area** we are currently looking for **two FIELD SERVICE ENGINEERS (m/f)** (one in Munich, one in Berlin).

YOUR TASKS

- Assessment of hardware and software malfunctions by means of diagnostic tools and customer input
- Interactions with customers to understand and resolve their issues (repairs, maintenance, and installations)
- Installation of new hardware and software
- General overhaul of appliances and components
- Component testing for sale and for repaired and overhauled devices
- Full documentation of the individual steps during service and refurbishment
- Documentation of work performed in service reports
- Manufacturing or designing repair equipment
- Communication in German and/or English with customers, manufacturers and suppliers

YOUR BENEFITS

- A diverse, challenging and varied area of responsibility
- Diverse range of cutting-edge laboratory technology
- A pleasant working atmosphere in an international team

YOUR PROFILE

- Successful completion of mechanical and/or electronic training, or a relevant scientific degree
- Excellent mechanical and technical skills to understand and resolve issues remotely or on-site
- Relevant work experience in repair and maintenance
- Solid electrotechnical and electronic knowledge
- Analytical skills in assessing support cases
- Excellent problem-solving skills
- Independent, structured and systematic approach to customer service
- Self-motivated, organized, and proactive
- Familiar with MS-Office applications (Word, Excel)
- Knowledge of CAD Software advantageous
- Good interpersonal skills and ability to understand client's needs
- Three years' experience in hardware support or repair work
- Three or more years in customer service
- Willingness to travel (domestic and abroad)
- Driver's license mandatory

If this position appeals to you and you would like to work in a highly motivated, young team, we would like to get to know you at your earliest convenience.

Please send your application with your earliest possible start date, as well as your salary expectation (preferably by email).

We are looking forward to receiving your application!

Your contact for this position:

Dr. Andreas Pech (ap@anteris-systems.com)

Münchner Str. 47e

DE - 83607 Holzkirchen

phone: +49 160 4833 165

info@anteris-systems.com

www.anteris-systems.com