

ROLE PROFILE			
Role Title:	Field Service Engineer		
Reports to:	UK Support Manager	Location:	UK
ROLE DESCRIPTION			
<p>This role involves service support of our entire portfolio of analytical instrumentation to our customers worldwide. The position is home-based but will require extensive travel throughout the UK and some overseas travel, potentially at short notice.</p> <p><b>OBJECTIVES</b></p> <ul style="list-style-type: none"> <li>• On-site installation, maintenance and repair of Markes' Thermal Desorption (TD), Time-of-Flight (TOF) Mass Spectrometers and Insight Flow Modulation instrumentation</li> <li>• On-site installation, maintenance and repair of third-party analytical products e.g. OEM Gas Chromatography (GC) products when required</li> <li>• Provision of service in accordance with customer's entitlements (contract, warranty or channel partner assistance)</li> <li>• Documenting fully each service visit within company CRM</li> <li>• Managing escalated service situations through to completion</li> <li>• Reporting of field issues to product development and engineering teams as required</li> <li>• Recognition of sales opportunities following customer communication for additional instrumentation, consumables, training etc.</li> </ul> <p><i>This role description in no way states or implies that these are the only duties to be performed by employee(s) in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.</i></p>			
1. KNOWLEDGE/SKILLS/EXPERIENCE/QUALIFICATIONS			
<p>The ideal candidate will be self-motivated, articulate, have strong communication and people skills and be eager to learn.</p> <p>Required</p> <ul style="list-style-type: none"> <li>• a degree (or equivalent) in a Physical Science – preferably Chemistry</li> <li>• Proven ability in problem solving following a logical approach.</li> <li>• Meticulous attention to detail.</li> <li>• Articulate in both written and verbal communications.</li> <li>• Strong interpersonal skills with customers</li> <li>• Dextrous and confident with repair of mechanical instrumentation.</li> <li>• Can work independently, prioritising work and managing time efficiently.</li> <li>• The ability to travel and be away from home for potentially most of the working week is essential.</li> </ul> <p>Preferred</p> <ul style="list-style-type: none"> <li>• Hands on experience of GC and GCMS equipment will be an advantage.</li> </ul>			

<b>2. COMPETENCIES AND BEHAVIOURS</b>	
<p><b>Communication</b> <i>Expresses information and ideas in an appropriate, accurate and easily understood manner</i></p>	<ul style="list-style-type: none"> <li>Clearly expresses information &amp; ideas.</li> <li>Checks for understanding. Actively listens.</li> <li>Asks relevant questions as appropriate.</li> <li>Uses several methods of communication effectively.</li> </ul>
<p><b>Team Working</b> <i>Working with others co-operatively and effectively to achieve a common goal</i></p>	<ul style="list-style-type: none"> <li>Responds positively to requests from others.</li> <li>Keeps others informed about progress.</li> <li>Occasionally takes on additional work to assist with priority projects.</li> <li>Understands how own role contributes to the success of the team</li> </ul>
<p><b>Customer Focus</b> <i>Provides a high-quality service to all customers both internal and external, addressing their current needs &amp; anticipating future needs</i></p>	<ul style="list-style-type: none"> <li>Seeks clarity about customer requirements and expectations.</li> <li>Anticipates customer needs and plans for it.</li> <li>Shows concern that customer needs are being met.</li> <li>Keeps customers fully informed.</li> </ul>
<p><b>Planning &amp; Organising</b> <i>Establishes efficient and appropriate courses of action to achieve objectives.</i></p>	<ul style="list-style-type: none"> <li>Generally, meets objectives and business deadlines.</li> <li>Develops systems to prioritise activities.</li> <li>Reviews plans and takes corrective action to meet deadlines</li> </ul>
<p><b>Technical Skills -</b> <i>Possesses the appropriate knowledge and skills required for the role, and continually seeks to improve and update these.</i></p>	<ul style="list-style-type: none"> <li>Is sufficiently skilled/knowledgeable to perform tasks within the role to a good standard.</li> <li>Actively seeks to enhance knowledge and skills.</li> </ul>
<p><b>Problem Solving -</b> <i>Analyses problems fully &amp; generates creative and effective solutions.</i></p>	<ul style="list-style-type: none"> <li>Gathers information to support own solutions and seeks opportunities to consider alternative solutions.</li> <li>Able to develop short-term solutions.</li> <li>Feels comfortable making decisions following consultation with others.</li> <li>Usually makes sound decisions, based on facts.</li> </ul>
<p><b>Initiative</b> <i>Has the will and ability to act (within remit of authority) before being told to by others or forced to by events.</i></p>	<ul style="list-style-type: none"> <li>Initiates action &amp; follows through activities without being asked.</li> <li>Is undeterred by barriers and actively seeks to overcome these.</li> <li>Looks outside own area of responsibility.</li> </ul>
<p><b>Achievement -</b> <i>Approaches objectives with energy &amp; enthusiasm and demonstrates a clear commitment to achieving.</i></p>	<ul style="list-style-type: none"> <li>Is committed to meeting deadlines &amp; performance standards.</li> <li>Meets all personal business objectives set.</li> <li>Seeks appropriate assistance to tackle problems.</li> </ul>
<p><b>Innovation</b> <i>Identifies opportunities to implement new ideas and generates creative solutions.</i></p>	<ul style="list-style-type: none"> <li>Can generate new ideas and take into consideration the ideas of others.</li> <li>Will adapt own ideas according to input from others.</li> <li>Is always supportive of new ideas and easily understands them.</li> </ul>

To apply, please contact [hr@markes.com](mailto:hr@markes.com)