



## Field Service Engineer based in the UK, covering Europe

We are looking for an outgoing Field Service Engineer with strong technical troubleshooting and analytical skills, who pays attention to detail and is focused on delivering high quality customer service.

### Job description summary

As our new Field Service Engineer, you will be responsible for service and preventive maintenance to our customers – mainly in the UK, but also in Europe. You will be part of the EMEA service organization, and you will also collaborate closely with our sales and application team based in the UK.

You possess strong social skills, have solid technical know-how, and are fluent in English. Also speaking French, German, Italian, or other European languages is a plus.

Your integrity is high, and you have an immense focus on identifying and solving technical issues with great enthusiasm. Experience with B2B customers in the life science industry is a plus, but not a must. Since you are working closely with our valued customers, it is important that you thrive in the field. You are an extrovert combined with broad technical knowledge that enables you to help our customers on-site.

Being a team player in our organization is a must!

### Travel is required

This position is based in the UK, preferably close to the Cambridge area or alternatively close to London or Oxford. Approximately 50% of your time will be spent in the field. You must be willing to work from home when you are not in the field.

### About us

Sophion Bioscience is a leading global life science company founded in 2000 by a group of passionate electrophysiologists who were passionate about making patch clamping objectives independent of user skills.

We specialize in developing and manufacturing automated patch clamping and cell line solutions. With our complete technical, biological, and application support, we help our partners pioneer ion channel research and drug discovery. We take the voodoo out of patch clamping to provide faster, more accurate, and objective patch clamping results for our users.

Through the continued development of our QPatch Compact, QPatch, and Qube 384 platforms, we offer uncompromised data quality in a user-friendly environment, from assay setup to advanced data analysis.

We are headquartered in Denmark and have subsidiaries in the United States, Japan, and China.

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### **Your main responsibilities**

- Plan and perform on-site visits to our customers, mainly in the UK, but also in Europe
- Install, troubleshoot, and provide preventive maintenance services on advanced instruments with robots for pipetting. Our high-tech instruments combine mechanics, pneumatics, electronics, and software
- Engage with our customers during your on-site troubleshooting and perform analysis of technical issues
- Solve technical issues for our customers and teach them how to use our systems correctly
- Be the customers' voice by suggesting design changes to Sophion's platforms or upgrades of our customers' current equipment (based on your conversations with the customers)
- Collaborate with in- and external stakeholders on all levels; from the customers' biologists who are using our instruments, to our technicians in the manufacturing and assembly team as well as our application scientist, who will assist you with the installment of our systems
- Interact with our R&D team to give them your input and share the inspiration of new ideas that you have gained from visiting our customers
- Adhere to global service governances and follow the process to drive high quality

### **Your profile & qualifications**

- At least 5 years of technical experience, preferably from a similar position as a Field Service Engineer
- Technical background in electromechanics or electronics engineering
- Broad technical knowledge in mechanics, pneumatics, electronics, and software, preferably from the life science industry
- Strong analytical skills and troubleshooting experience. An interest in troubleshooting software and IT solutions is a plus
- Solid experience with customer-facing technical support is a must
- Service-minded, enthusiastic, self-driven, and enjoy solving complicated challenges with a general technical flair and a "can do, will do" mindset
- Team player who can handle several tasks at once and keep an overview in a dynamic environment
- Solid social skills and the ability to engage with people of all levels in an organization
- Excellent oral and written communication skills in English. French, German, Italian, or other European language(s) is a plus
- Proficient in Excel, PowerPoint, Word, and CRM such as Salesforce
- Having worked with ISO 9001 is a great advantage

### **Please apply at**

[job@sophion.com](mailto:job@sophion.com)

### **Recruiting manager**

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