



## Field Service Team Lead (TLFS) – Automated Life Science Technologies

### Job description summary

Due to rapid growth in our North American business, we are seeking a dynamic and experienced Field Service Team Leader to join our team. The Field Service Team Leader will play a crucial role in leading and managing our field service technicians to ensure the timely and effective delivery of services to our clients. This position requires strong leadership skills, technical expertise, and a commitment to customer satisfaction. The Field Service Team Lead will be located onsite in Bedford, MA and support a few clients with occasional fieldwork on an as needed basis. This position will refer to the Country Manager Samantha Cramer.

### About us

Sophion Bioscience is a leading global life science company founded in 2000 by a group of passionate electrophysiologists, with the aim of making patch clamping objective and independent of user skills.

We specialize in developing and manufacturing automated patch clamp 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, 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 Boston, United States, Japan and China.

### Key responsibilities

1. Lead, mentor, and manage a team of field service technicians to ensure high-quality service delivery.
2. Plan and schedule field service activities, including installations, repairs, and maintenance, to meet customer requirements and deadlines.
3. Coordinate with internal departments to ensure adequate resources, tools, and equipment are available for field service operations.
4. Provide technical guidance and support to field service technicians, including troubleshooting complex issues and resolving customer complaints.
5. Conduct regular performance evaluations and provide feedback and coaching to team members to enhance their skills and performance.
6. Develop and implement training programs for field service technicians to ensure they are equipped with the necessary skills and knowledge.
7. Monitor key performance indicators (KPIs) to measure team performance and identify areas for improvement.
8. Ensure compliance with company policies, procedures, and safety regulations in all field service activities.

#### Sophion Bioscience A/S

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9. Collaborate with sales and customer service teams to address customer inquiries and provide technical support as needed.

10. Maintain accurate records of field service activities, including service reports, work orders, and inventory levels.

#### **Qualifications**

- Bachelor's degree in Electrical Engineering, Biomedical Engineering, a related field or equivalent certifications
- In-depth knowledge of liquid handling devices from various industry systems; ensuring proper integration and functionality is beneficial
- Minimum of 2 years of management or Team lead experience
- Hands-on experience with field service work
- Showcase strong technical aptitude and hands-on experience with electronic and mechanical components to handle system installations, upgrades, and repairs.
- Experience with service management systems and processes
- Manage MySQL and Oracle databases to ensure seamless system integration and performance.
- Network Configuration and Maintenance: configure and troubleshoot network setups, routers, and DHCP configurations to guarantee optimal system connectivity.
- Possess a basic understanding of Linux systems to address software and operating system-related challenges.
- Communicate effectively with customers and colleagues, ensuring a positive and collaborative working environment.
- Demonstrate excellent problem-solving and troubleshooting abilities to address technical issues promptly.

#### **Travel is required.**

You should expect to travel 50% of the time.

#### **Benefits:**

- Competitive salary
- Health, dental, and vision insurance
- 401(k) plan
- Paid time off

If you are passionate about cutting-edge technology and have the required skills to support our unique automated patch clamp systems, we invite you to apply and be a key player in advancing scientific research and discovery. Join us in shaping the future of electrophysiology!

Sophion Bioscience is an equal-opportunity employer. We evaluate qualified applicants without regard to race, color, national origin, religion, gender, age, marital status, disability, sexual orientation, gender identity, or any other characteristic recognized by law. We do our best to be a great company to work for; fun, fulfilling, and always challenging as we compete in fast-moving markets and industries.



**Please apply at**

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

**Recruiting manager**

Samantha Cramer, Country Manager

If you have questions regarding the job, please contact HR manager Debbie Puglisi (tel. +1 781 971 2656)