



## Lead Field Service Engineer

### About AusDiagnostics

Headquartered within Sydney Australia, AusDiagnostics is a leading manufacturer of a range of molecular diagnostic instrumentation and reagents servicing human, veterinary and food diagnostics markets. We are committed to achieving excellence in all that we do, with the primary goal of improving patient healthcare within society.

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| <b>JOB TYPE:</b> Full Time  |
| <b>DEPARTMENT:</b> Sales & Service  |
| <b>LOCATION:</b> Mascot, Sydney   |
| <b>MAIN DUTIES/RESPONSIBILITIES:</b> <ul style="list-style-type: none"><li>• Conducting scheduled preventative maintenance of instrumentation at customer site</li><li>• Responding to unscheduled repair call outs to troubleshoot instrumentation issues and conduct corrective actions</li><li>• Complying with company SOPs for instrumentation and quality guidelines</li><li>• Conducting system installations and demonstrations</li><li>• Assisting in updating and writing SOP guideline relative to job functions</li><li>• Maintaining a high-level customer service and adopting a customer centric approach</li><li>• Acquiring an in-depth understanding of AusDiagnostics suite of instrumentation, software and processes</li><li>• Helping clinical customers achieve quality outcomes</li><li>• Ensuring all servicing reports and tasks are recorded and tracked within the company's CRM systems</li><li>• Working closely with the sales and support teams to achieve desired customer service level</li></ul> |
| <b>ESSENTIAL SKILLS &amp; REQUIRMENTS</b> <ul style="list-style-type: none"><li>• Bachelor in Engineering or related discipline</li><li>• High analytical skills with strong attention to detail;</li><li>• 5 years previous engineering experience of Capital Equipment;</li></ul>   |

- Customer focussed and persistent;
- Strong written and verbal communication skills;
- Self Motivated and Works well in a Team;
- Willing to travel domestically, with occasional international travel required
- Willing to attend to customers outside of normal business hours
- Australian Citizen or Permanent Resident