



Junior 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.

We are expanding rapidly and need an additional Junior Field Service Engineer for our Sydney team.

JOB TYPE: Full Time
LOCATION: Mascot, Sydney
MAIN DUTIES/RESPONSIBILITIES: <ul style="list-style-type: none">• Conducting scheduled preventative maintenance of instrumentation at customer site• Responding to unscheduled repair call outs to troubleshoot instrumentation issues and conduct corrective actions• In house repair work when not working in the field• Complying with company SOPs for instrumentation and quality guidelines• Conducting system installations and demonstrations• Maintaining a high-level customer service and adopting a customer centric approach• Acquiring an in-depth understanding of AusDiagnostics suite of instrumentation, software and processes. Training provided.• Helping clinical customers achieve quality outcomes• Ensuring all servicing reports and tasks are recorded and tracked within the company's CRM systems• Working closely with the sales and support teams to achieve desired customer service level
ESSENTIAL SKILLS & REQUIREMENTS <ul style="list-style-type: none">• Bachelor in Engineering or related discipline• Analytical skills with strong attention to detail;• Previous engineering experience of medical Equipment will be an advantage• 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