

Position Description

Position title:	Field Service Engineer and Applications Support
Reporting to:	Sales and Service Director
Direct reports:	N/A
Hours:	Full-time
Location:	Victoria, Australia

Headquartered in Australia, AusDiagnostics is a successful and rapidly growing molecular diagnostics company manufacturing a range of innovative instrumentation and comprehensive multiplex PCR panels to service public and private pathology laboratories across Australia and international markets, with offices in the United Kingdom, United States and New Zealand.

Our mission is to provide innovative diagnostics to improve the health outcomes of Australian and global patients.

We are expanding rapidly and need an additional Field Service Engineer and Applications Support for our Victoria, Australia team.

Responsibilities and duties

- Preventative maintenance and field repairs of instruments
- Troubleshoot and diagnosis of faults and instrument errors
- Testing and Quality control of manufactured instruments
- Analyse problems on instrumentation and software to identify causes and recommend solutions
- Acquiring an in-depth understanding of AusDiagnostics PCR products and customer processes
- Helping clinical customers achieve quality outcomes
- Document activities reported/data captured through company business system including administration of quality related issues.

Qualifications and experience

Essential

- Medical / science / engineering background
- Highly analytical with strong attention to detail
- Previous engineering experience of capital equipment
- Customer focussed and persistent
- Good written and verbal communication skills
- Self-motivated and works well in a team
- Australian citizen or permanent resident

Desirable

- Knowledge of PCR
- Previous instrumentation service experience

AusDiagnostics is at the forefront of molecular diagnostics and a major supplier in the Australian market. We are guided by our company core values in the way we deliver value to our customers: *innovation, integrity, empowerment, respect, and diversity*. Candidates should consider the AusDiagnostics company core values as part of their application.

To apply, attach a cover letter and an updated CV below or to careers@ausdx.com. To find out more or to have a confidential discussion about the position, please contact Nadine Jones at nadine@ausdx.com or +61 (2) 9698 8030.