

JOB DESCRIPTION



JOB TITLE: Technical Services Engineer	GRADE: FLSA: Exempt
DIVISION/SITE: Microbial Solutions / Korea	
DEPARTMENT: Sales	
REPORTS TO: Sales and Marketing Manager	
ORIGINAL DATE: 02-Aug-2006	LAST REVISED: 25-Feb-2016

BASIC SUMMARY:

The Technical Services Engineer will provide technical support for microbial solutions products and services. Also responsible for resolving client issues and supporting client testing needs. Assist field sales personnel in product demonstrations, installations, equipment repair, calibration, and manage the annual qualification program.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide technical assistance and problem resolution to customers via telephone, email, or on site communication. Analyze and resolve routine and unique product performance and user error issues.
- Schedule and perform microbial solutions system installations, qualifications, and training sessions.
- Maintain current understanding of FDA and USP guidelines and regulations as they pertain to microbial testing.
- Responsible for documentation as required by company policy, cGMP and FDA.
- Maintain current understanding of emerging technologies and competitive products.
- Provide training documentation (SOP, package insert, manuals, etc) for products.
- Participate in special projects as assigned to support ongoing product development.
- Perform all other related duties as assigned.

QUALIFICATIONS:

- **Education:** Bachelors degree (B.A./B.S.) or equivalent in electronic engineering, mechanic engineering, chemical engineering, biotech engineering, or related scientific/engineering field.
- **Experience:** 0-3 years related experience.
- An equivalent combination of education and experience may be accepted as a satisfactory substitute for the specific education and experience listed above.
- **Certification/Licensure:** None.
- **Other:** Advanced computer and math literacy required.

PHYSICAL DEMANDS:

- Regularly provides information to and receives information from/through various technologies, media, sources and contacts. Must be able to accurately exchange accurate information in these situations.
- Specific vision abilities required by this job include close vision, color vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

- While performing the duties of this job, the employee frequently works with computers. The employee could be exposed to fumes or airborne particles and toxic or caustic chemicals.

COMMENTS:

- This position requires frequent domestic travel.
- English skill is a plus.

APPROVALS:

	SIGNATURE	DATE
Dept Mgr		
Human Resources		

All employees are required to satisfactorily perform the essential duties and responsibilities of their position. • The essential duties and responsibilities listed above are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required. • Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.