



Job Description Service Engineer

Statement

This role is primarily based within our service department at our offices in Cambridge. The individual will be expected to provide maintenance, calibrations, fault finding, repairs and testing on a wide range of instruments and equipment including items that may be new to the service team. The individual must have a “can do attitude” and be able and willing to carry out works on instruments where we have little or no experience. The individual may also be required to attend customer sites and spend some time away from home. This role also involves some administrative tasks and telephone technical support.

Key Tasks (technical)

As requested and required by Camlab primarily within our service department in Cambridge but also at customer sites across the United Kingdom either on your own or with other engineers;

- Carry out maintenance, calibrations, fault finding, repairs and testing of Camlab and third party supplied equipment / instruments
- Carry out set to work / validation procedures including Installation Qualification, Operational Qualification and Temperature Mapping on Camlab and third party supplied equipment / instruments
- Carry out the works in a timely manner in order to meet the turnaround times as dictated by the business objectives.
- Make reasonable endeavours to identify faults and provide solutions to failed units in order to improve the customer experience.
- Attend meetings / training at Camlab head office or at other sites as required around the world.
- Provide telephone /technical support to customers as and when required.
- Provide technical support to the customer support and sales teams as and when required.
- Provide basic product training to the customer support and sales teams as and when required.
- Act as a technical specialist on a range of products once experienced.

Key Tasks (other)

- Complete and issue calibration certificates when required.
- Complete all paperwork properly and in a timely manner including the required administration activities on the business systems including SAP. This should include the timely closing of all jobs, identification of spares required and completion of customer quotes and the chasing of orders prior to works being carried out.
- Respond to any Camlab or customer communication quickly and effectively.
- Review what we do and how we do it so as to remove non value adding tasks. Identify any processes or tasks that could be improved with better systems or training etc.
- Suggest and implement ways in which we can improve our overall customer service.
- Provide a “can do” attitude to the problems presented including offering support to equipment / instruments where we have little experience.
- Identify opportunities to improve / upgrade / add appropriate test equipment / tooling to the service department that might enable an improved service.
- Identify new business opportunities / areas that might enable Camlab to extend our service offering.



Knowledge/Experience

- The person should have ability / experience of working on customer premises
- The person should have experience of electro - mechanical laboratory equipment
- The person should have some software application experience

Personal Specifications

- Ability to learn how to calibrate and repair a wide range of laboratory equipment
- Ability to break problems down into their key component parts and have a “can do” attitude to new problems and new equipment
- Excellent organizational and customer skills
- Good IT skills including Word and excel
- The person must be able to work on their own and be trusted to do the job effectively
- The person must be willing to spend some time away from home
- The person must be willing to travel long distances across the United Kingdom on an ad-hoc basis
- The person should have a clean driving licence

Equal Opportunities and Health & Safety Statement

The post-holder is required to work at all times in accordance with the Company’s Equal Opportunities and Health & Safety Policies. The Post Holder is not permitted to discriminate against any employee, customer or member of the public on the grounds of disability, age, race, color, religion, nationality, ethnic or national origin, gender, sexual orientation or marital status. The Post Holder is required at all times to take reasonable care for his/her own safety and that of anyone else who may be affected by his/her acts or omissions.

This Job Description is a guide to the work that the post holder will be required to undertake. It does not constitute a precise list of all the duties that they might reasonably be expected to do. It may be altered from time to time to reflect changing circumstances. It does not form part of the Contract of Employment.

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