

Turkey Jobs Expertini®

Senior Field Service Engineer, Turkey and CIS Countries

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Company: Illumina

Location: Turkey

Category: other-general

What if the work you did every day could impact the lives of people you know? Or all of humanity? At Illumina, we are expanding access to genomic technology to realize health equity for billions of people around the world. Our efforts enable life-changing discoveries that are transforming human health through the early detection and diagnosis of diseases and new treatment options for patients. Working at Illumina means being part of something bigger than yourself. Every person, in every role, has the opportunity to make a difference.

Surrounded by extraordinary people, inspiring leaders, and world changing projects, you will do more and become more than you ever thought possible.

Position Summary:

This position is based in Turkey and is responsible for direction and coordination of service related activities of Illumina products in Turkey and neighboring CIS countries.

This includes technical and administrative support activities including installation, repair, preventative maintenance, and engineering change upgrades.

Working with our internal teams and channel partners, the incumbent ensures that World-Class service is provided to Illumina's customers by minimizing instrument down time and investigating customer complaints. He is also responsible for ensuring scheduled maintenance, upgrades and training are duly performed where required. Candidate having fluency in Russian language is an added advantage.

Position Responsibilities:

Assist with interfacing between the field organization and internal support structure by providing timely onsite technical assistance to Customers, Field Applications

Scientist/Specialists, and Territory Account Managers

Serve as a focal point for problem resolution assistance to subsidiary or distributor support

Responsible for editing, writing, and modifying Service and Training manuals, Field Service Bulletins, and SOPs

Install, upgrade, repair, and maintain instrument systems in defined territory (Territory and CIS countries)

Provide technical support to staff, contractors, and customers

Manage the Service Territory including distributor's service staff

Respond to service requests and ensure customer satisfaction

Manage service parts inventory levels

Maintain up to date customer information, technical files, and appropriate databases

Provide timely and accurate reports as requested

Works in conjunction with other staff to coordinate new system placements, develop leads, promote upgrades and contract renewals etc.

Maintains routine contact with existing customer base

Travel out of country may be necessary upon request

Travelling frequency at around 40%.

Listed responsibilities are an essential, but not exhaustive list, of the usual duties associated with the position. Changes to individual responsibilities may occur due to business needs.

Position Requirements:

BS in Electrical/Electronics Engineering, Mechanical Engineering, related degree with knowledge in the biotechnology/biomedical industry.

Minimum 5 years relevant experience

Must be highly motivated and have strong problem-solving(troubleshooting) ability

Excellent verbal and written communications skills

Must have good technical writing abilities

Must be able to work independently and as a team player

Possess a positive and can-do mindset/attitude at work.

Computer experience and literacy a must

Familiarity with field optical alignments, robotics, electrical/electronics, and mechanical systems

Knowledge and skills typically acquired through previous positions in fast-paced corporate environments which involved responsibility for similar work

All listed requirements are deemed as essential functions to this position; however, business conditions may require reasonable accommodations for additional tasks and responsibilities.

Preferred Experience/Education/Skills:

Experience managing distributors is a plus.

Fluency in Russian language will be an added advantage.

Illumina believes that everyone has the ability to make an impact, and we are proud to be an equal opportunities employer committed to providing employment opportunity regardless of sex, race, creed, color, gender, religion, marital status, domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition, sexual orientation, pregnancy, military or veteran status, citizenship status, and genetic information.

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