

Field Service Engineer, IVD, NEEU

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Company: Mindray India

Location: Poland

Category: architecture-and-engineering

Field Service Engineer, IVD - NEEU Covering Poland and NEEU region, preferably based in South Poland area Highly Competitive Salary + Excellent Benefits + Career Enhancement Reporting to Service Manager Mindray Medical Poland currently requires a suitably qualified highly skilled engineer, based in the South Poland Katowice or Krakow, driven to succeed and available to travel across the whole of NEEU region, this is a service engineer role as the member our Service Team in Poland focusing on our IVD business. You will be willing to work hard to deliver beyond the quality of service that our customers expect. In this role, you will ensure that our customers receive the best possible service support, and that the service is consistently of the highest quality. As an emotionally intelligent professional with a background of understanding and responding to customers' needs across Poland, you will use this role to join our growing business working alongside an innovative team, showcasing your appetite for overachievement. This role will be shaped by the right candidate, you will be a self-starter, with an unquestionable influencing and negotiation skills, energised by a varied and fast-paced role. In return you will work with industry-leading technology, backed up by stable double-digit growth, an awesome (and modest) management team, and a creative and disruptive working environment. Your responsibilities: Support dealers ensuring the best possible customer experience of Mindray Technical and substantive support for users including commissioning of analysers Training and presentations of analysers for users and Customer Service Department of Distributors Take responsibility for the effective management of your designated service area including promoting new solutions and liaising with customers. Take a active project management role for installations within the

service territory and coordinating the installation of large orders if required. Active support in preparing materials for new products and prepare connected materials User training of clinical staff on designated equipment. Respond to customer calls during office hours, Monday to Friday bearing in mind that customers must be contacted within requested time of their initial call. Completing all planned preventative maintenance (PM) visits on time and to the levels outlined in the service manual. Assist sales and marketing team with tender opportunities as technical support and to promote service products. Maintaining tools and test equipment properly and tight liaising with the service supervisor. Maintenance of spare parts inventory, company vehicle and other company equipment and supplies. Responsible for tracking and maintaining both parts and loaner inventories allocated to them. What are we looking for in you? Must haves: Comprehensive experience of IVD Field Service is critical Good networking and IT skills essential Fluent in Polish and English, both written and verbal Flexible to travel, seizing the opportunity to cover the whole of NEEU region Ability to work in Poland without the requirement of company sponsorship Preference given candidates that also have: Technically proficient in the troubleshooting, repair, and calibration of IVD medical products. Well-organised, able to function independently with minimum supervision. Customer orientated, with good interpersonal, verbal and written communication skills. Enthusiastic together with a can-do attitude. Acute decision-making skills and the ability to discuss and resolve service issues with Services Supervisor. Experienced with computer and office software. What's in it for you? What a team to join! We are high profile within the business, well regarded and have superb leadership within the team. If you are looking to work with a manager that actively supports your continued growth and development... this is it. This is a superb opportunity to carve yourself out your career development, not only will you be the first IVD focused service engineer in our business, but we see great development for the right individual, this could be a move into product management. Given the growth and agility of our business to focus on customer requirements, there are numerous opportunities open to highly customer focused, self-motivated, career driven people! Mindray Europe, as part of the global Mindray business, offers a wide selection of bespoke benefits dependent on your location, along with a competitive compensation package and a commitment to a long-term working relationship. With industry leading training and development available to you, you are sure to have a highly rewarding and mutually beneficial, career with Mindray, in a culture that values honesty and fun! Our goal is to continuously improve and sustain an inclusive culture in which diversity provides deeper

customer insights and creates a competitive advantage in the markets we serve. By attracting, developing, and engaging the best team of diverse, empowered associates, we help build success for ourselves and our customers. Follow us on LinkedIn Tweet us on Twitter @MindrayGlobal Check out our YouTube Page As English is our business language - please submit your CV and application in English.

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