

## Field Service Engineer - Temporary

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Company: Waters Corporation

Location: Warsaw

Category: architecture-and-engineering

### Responsibilities

**So, what do our Field Customer Support Specialists do? Below are some of the key responsibilities:**

Deliver high quality service and support to customers, both face to face and remotely.

Carry out routine maintenance, emergency repairs and general technical support for users of Waters products in Poland.

When on customer site through diagnostics or observation ensure compliance to relevant legislation surrounding the product and its use.

Provide basic training and guidance to customer to ensure they maintain compliance and ensure the smooth safe operation of Waters equipment in their laboratories.

Manage the customer relationship and liaise as appropriate with the relevant sales account manager for the customer, ensuring key focus on the customer and their needs are met.

Effectively manage own dispatch, customer calls, administration and inventory ensuring you optimize your time and delivery against the metrics set within the business.

Follow Waters HSE, quality and code of conduct with diligence and ensure that HSE requirements of customer sites are adhered to (in particular any Protective Personal Equipment is worn and in good condition). Work effectively across the matrix structure of

the business and within the Eastern European Region

The role may require overnight stays and provision of on-call service to facilitate support of customer environments and specific customer projects that fall outside of normal working hours.

This person must hold a valid passport and be prepared to travel abroad not only during working hours but also occasionally at weekends.

To help achieve the above, you will get the best possible training, be supported by a fantastic team, and embark on a continuous learning and development pathway.

## **Qualifications**

### **Who are we looking for?**

Demonstrates a “can do” attitude, and presents themselves as an “ambassador” of Waters in the most professional way.

Minimum BSc level in a life-science related discipline or highly demonstrable experience in LC.

An understanding of HPLC.

An understanding of UPLC, MS and GMP/GLP requirements is desired and will be advantage.

A good communicator with a high level of customer focus, who enjoys personal interaction and relationship building with key customers on routine service matters.

Will work under supervision and support of others and embrace training and support to facilitate continuous learning of Waters products, services and customer satisfaction methodologies

**Fluent in Polish language (both verbal and written) is mandatory.**

**Candidates should be located in and around Warsaw.**

## **Rewards**

In return, we offer a highly competitive, market-leading benefits package for our employees:

Flexibility - We offer a lot of flexibility within your day both with your time and tasks.

Great Opportunities for growth, development, and progression

Competitive salary

Company Car

Wellbeing Programs and Services, Employee and Family Assistance Program (EAP)

Paid Annual Leave (5 weeks) plus statutory days

Education/Tuition Reimbursement where applicable

Social events on the calendar

Great working environment surrounded by great people

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Generated on: 2024-05-06 by [Expertini.Com](#)