Bilingual Field Service Engineer

Reference No.:	18BC0
Language:	Advanced English, Advanced French
Location:	Regina - SK
Salary:	$70K + $80K + bonus + car or car allowance
Benefits:	Included
Workplace Type:	On the Road
Account Manager:	Marijke Kanters
Email:	mkanters@nevian.com
Job Type:	Permanent / Full-time

Description

Great new opening for an experienced Field Service Engineer (FSE), Saskatchewan Territory with a leading Medical Devices (Diagnostics) company. In this position the individual will plan and coordinate activities with installing/ maintaining instrumentation, investigating and resolving customer reports of problems with instruments, to drive customer satisfaction, and minimize future operational or service difficulties by performing the following duties. French bilingual is an asset.

Full time, permanent position. Salary base: 70K - 80K (based on experience), 3-5 % bonus, car or car allowance, full benefits, RRSP’s with company match up to 6%. gas. mileage, overtime paid after 40 hours. Must be fully vaccinated and have valid drivers license & passport. Must be based in the Regina, Saskatchewan Area - Territory is Saskatchewan.

Responsibilities

- Technical Support & Troubleshooting: Provide on-site and remote technical support for instruments and systems, diagnosing and resolving issues efficiently to minimize downtime.
- Customer-Centric Service: Foster strong relationships with customers by actively listening, clearly communicating, and maintaining professionalism throughout service interactions.
- Timely Response & Resolution: Prioritize service requests, manage workload effectively, and ensure that customer concerns are addressed promptly and thoroughly.
- Installs instruments at customer's facility, sales demos, product shows, etc, to ensure full functionality according to organization's specifications.
- Preventive Maintenance & Installation: Perform installation, , maintenance, and repairs to ensure optimal performance of systems at customer sites, sales demos, trade shows, etc.
- Training & Education: Provide supplemental on-site training end users and laboratory personnel on proper operation, maintenance, and troubleshooting of instruments to enhance user confidence and system longevity.
- Continuous Follow-Through: Provide ongoing updates and consistent communication with customers, manager, and HQ until full resolution of their issues, ensuring they feel supported throughout the process.
- Collaboration & Reporting: Work closely with internal teams, including technical support, sales, and product management, to share insights and improve service strategies.
- Documents and records information considered a part of the repair record, to include work orders, analyzer information, update information, etc., which must be completed in accordance with SOP timeliness and regulatory agencies.
- Analyzes, reviews and inspects findings to determine source of problem via telephone and/or on-site. Performs trouble shooting to repair, replace necessary parts, or other corrective action to ensure optimal operation on analyzers per SOP.
- Compliance & Documentation: Maintain accurate service records, follow regulatory guidelines, and ensure that all work complies with company policies and industry regulations.
- Service Contract Promotion: Assist in identifying opportunities for service contracts and extended service agreements, educating customers on available options to enhance their support experience and system performance.
- Escalate all open or reoccurring issues in a timely manner for prompt resolution per SOP.
- Special projects/tasks as assigned by RFSM.
- Drive high level customer satisfaction through the successful completion of field service related duties and responsibilities.
- Provides technical assistance/ troubleshooting as required.
- Fosters teamwork by supporting all necessary departments in the goal of improving internal cooperation and customer satisfaction.

Qualifications

- High School or (GED) required. Associates Degree or Certificate from Technical School a plus. Bachelor's from 4 year college or university preferred.
- 3 years related experience troubleshooting and repairing diagnostic equipment or operating related equipment required.
- Valid Driver's License, Valid Passport (ability to travel to US for training)
- Strong technical troubleshooting and proactive problem-solving skills.
- Excellent customer service and communication skills, with the ability to explain complex technical concepts in a clear, user-friendly manner.
- To perform this job successfully, an individual should have knowledge of Database and Internet software; Windows 10/7, NT, XP and DOS.
- Willingness to travel extensively within the assigned territory and occasionally beyond. Up to 75% overnight travel may be required depending on territory. Occasional weekend/holiday on-call coverage for the region.
- Ability to travel by common air carrier, or rental car as needed.
- Fluency in French preferred.