

Job Description : **Technical Service Engineer**

About Aber Instruments

Aber Instruments is an Employee owned company that design, manufacture and supply thousands of advanced systems for use in the Brewing and Biotech industries, many of which are exported to over 115 different countries worldwide. We are proud to have some of the world's largest pharmaceutical and brewing companies as our valued customers.

Main Purpose

ABER Inc is looking for a Technical Support Specialist to provide high quality assistance and support to our customers in North and South America. The primary role will be to ensure the customer gets the best out of our equipment and solutions. Our customers will come to rely on you for timely and effective solutions to their technical problems.

You will belong to the Technical Services Department and report to the VP of Technology, based out of Arlington, VA. You will also work closely with both the Sales, Marketing and Quality departments in both the US and UK.

Duties to include

- Provide technical support to our customers by phone, email and in person visits.
- Ask customers targeted questions to quickly understand the root of the issue, and then provide informed recommendations and solutions.
- Refer to internal and external resources to provide accurate and prompt technical support.
- Prepare succinct and timely reports.
- Perform onsite installations (IOQ's).
- Perform routine calibrations and repairs.
- Support instrument evaluations - perform system checks before shipment, on-site setup and training.
- Maintain/Organise equipment and demo stock inventory.
- Make sure stock equipment is functional, up to date and calibrated.
- Support the company's attendance at exhibitions and conferences, representing the company in a professional manner.
- Suggest product ideas and improvements to our internal management from customer experiences.



No. 35664

Aber Instruments Ltd.
Science Park, Aberystwyth, SY23 3AH, UK
Tel +44 (0)1970 636300. Fax +44 (0)1970 615455

Company reg No. 2213855. Vat No. GB 467 8814 92



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TRUSTED TECHNOLOGY

www.aberinstruments.com

Knowledge, Skills and Experience Required

- An engineering background, preferably with a good understanding of life sciences
- Ability to follow calibration and repair protocols accurately.
- Excellent problem solving and communication skills.
- The ability to build relations and influence decision making.
- Be analytically sound and have a systematic thought process.
- Ability to provide step by step technical help, both written and verbal.
- Respond well to working in a challenging environment.
- Demonstrable drive and enthusiasm for your work.
- Conscientious and display a strong commitment to the task at hand.
- Be at ease with organising, planning and executing your own travel.
- Adept at Microsoft Office and should be proficient with Microsoft Windows installations.

Desirable

- An engineering degree or diploma.

The successful candidate will be open to relocation, be capable of free travel globally and hold a full driving license.

Closing date 11th March 2019.

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