

Job Description

Role Title: Americas Field Service Engineer

Location of Role	Home Office and Field Based
Department	After Sales and Service
Reports To	Field Service Manager
Direct Reports	None
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About H.E.L

Our mission at H.E.L Group is to make a healthier, sustainable, safer world for everyone. We equip scientists with the right tools and knowledge to develop safe, efficient new processes and molecules that benefit the world and its population.

Our core values are:

Insightful through Experience
Collaborative by Design
Tenacious in Spirit
Proud of Progress

We operate globally with offices in London, UK (HQ), Princeton, USA, Beijing, China, and Singapore and field-based staff across our direct regions and trusted partners in distribution territories.

Core Competencies

Core Competency	Overcoming Challenges with Solutions
Linked Value	Insightful through Experience
Description	<ul style="list-style-type: none"> • Draw upon our vast experience to meet, and exceed customer needs • Use challenges as opportunities to improve and grow • Embrace innovation and champion change • Lead the most customer-focused, commercially driven solutions to success

Core Competency	Cross-Functional Working
Linked Value	Collaborative by Design
Description	<ul style="list-style-type: none"> • Build solid relationships with colleagues within other areas • Balance perspectives of all involved • Work collaboratively to achieve the shared goals • Contribute towards cultivating a one-team culture

Core Competency	Getting the Job Done Well
Linked Value	Tenacious in Spirit
Description	<ul style="list-style-type: none"> • Demonstrate resilience to complete challenging work • Draw upon all available resources and spot problems early • Go the extra mile to achieve desired outcomes • Share knowledge and expertise with colleagues and customers

Core Competency	Being a H.E.L Ambassador
Linked Value	Proud of Progress
Description	<ul style="list-style-type: none"> • Represent H.E.L in the best way possible, internally and externally • Be a positive role model within the business • Promote our external reputation • Celebrate the successes of others

Key Responsibilities of the Role

- This role will involve hands-on field service work throughout the USA, Canada and occasionally other countries in Central and South America
- The Field Service Engineer will be responsible for the installation, commissioning, maintenance, and servicing of H.E.L's range of instrumentation and equipment.
- Service engineers work routinely on customers' sites. There will also be time spent in the UK headquarters for training and product familiarisation.
- As a Field Service Engineer, you will be responsible for the customer after-sales experience. You will investigate and resolve customer reports of technical problems with equipment and eliminate future operational or service difficulties.
- This role requires extensive overnight travel, (up to 80%) as customer demands require.
- Flexible approach to supporting the wider team and company goals as directed by management

Candidate Requirements

Essential skills and experience

- US passport or working visa required.
- Full driving license and uninhibited ability to travel within the US and internationally.
- Proven ability to be self-directed.
- Associate or Bachelor's degree in engineering branches such as electromechanical, electrical, mechanical, or chemical with some years of experience as a Service Engineer.
- Very skilled in electronics, informatics, and mechanics with basic chemistry knowledge.
- Experience diagnosing and repairing mechanical, electromechanical, and electronic equipment.
- Experience troubleshooting and responding to customer concerns.
- Experience in using systems used to support a field-based service transaction.
- Proven ability to align customer focus within a commercially focused organization.
- Full driving license and uninhibited ability to travel within the US and internationally.
- Excellent communication skills, both written and verbal, to relay the problem and solution to customers, management, and other stakeholders
- Ensuring that deadlines are met.
- Excellent troubleshooting skills.
- Ability to be flexible in work schedule and accommodate unexpected work changes.
- Ability to work effectively both interdepartmentally and internationally.

Desirable Skills and Experience

- Remote (home office) workplace geographically aligned to company needs.
- Experience working with Service Report tools to plan, execute and report customer service cases.
- Experience working in field service with a scientific instrument company
- Knowledge of other languages would be helpful (Spanish)
- Expected to be customer-oriented, have effective communication skills, and collaborate with many different individuals from different cultures.

Training Provided

- Health and Safety training relevant to the role
- H.E.L products and processes relevant to the role
- On the job training (shadowing)

Physical Demands of the Role

General (Check all that apply)

Criteria	Amount of Time			
	None	Under 1/3	1/3 - 2/3	Over 2/3
Stand			x	
Walk			x	
Sit			x	
Use hands to finger, handle or feel			x	
Reach with hands and arms		x		
Climb or balance		x	x	
Stoop, kneel, crouch or crawl		x		
Talk or hear				x
Taste or smell	x			

Weight lifting or Force Exertion (Check all that apply)

Weight	Amount of Time			
	None	Under 1/3	1/3 - 2/3	Over 2/3
Up to 10 pounds (4.5 kg)			x	
Up to 25 pounds (11.5 kg)			x	
Up to 50 pounds (23 kg)		x		
Up to 100 pounds (45 kg)		x		
Over 100 pounds (45 kg)	x			

Specific Vision Requirements (Check all that apply)

Ability	Required?
Close vision (Clear vision at 20 inches/ 50 centimetres)	x
Distance vision (Clear vision at 20 feet/ 6 metres or more)	x
Colour vision (ability to identify and distinguish colours)	x
Peripheral vision (observing an area above, below, left or right while eyes are fixed on a given point)	x
Depth perception (three-dimensional vision, ability to judge distances and spatial relationships)	x
Ability to focus (ability to adjust eyes to bring and object into sharp focus)	x