



Field Service Engineer

 Lunaphore Technologies SA

 Tolothenaz (Vaud), Switzerland

Job title: Field Service Engineer

Reports to the: Senior Field Engineer

Activity rate: 100%

Type of contract: Permanent contract

Start date: 01.03.2021

Duration: Indeterminate

About our company

Lunaphore Technologies is a young scale-up active in the Life Sciences field developing products based on a microfluidic technology to analyze tissue samples in immuno-oncology research. Lunaphore is seeking a highly motivated candidate to join our team and contribute directly to the development and growth of the company.

Job overview

We are looking for a Field Service Engineer to provide remote and on-field support for pre- and post-sales activities with strong hands-on and problem-solving skills, ready to join a hard-working team, passionate about taking Lunaphore to the next-level.

Responsibilities and duties

- Support Lunaphore and customers in maintaining and running the setup properly.
- Investigate problems and develop solutions to address them.
- Install the device and train customers to use it.
- Maintain equipment and test it for performance and safety.
- Understand thoroughly all the technical aspects of the product on the hardware side as well as on the application side.
- Run staining assays on the setup for testing protocols.
- Collaborate effectively with the technical team to understand and improve the product.
- Identify and keep track of all details and feedbacks at the customer site.
- Communicate effectively customers experience to the team through detailed reports and presentations.
- Drive for results by consistently achieving goals and pushing to complete tasks by their deadlines.
- This position includes frequent travelling at a short notice.

Required qualifications

- You have an engineering background: Microsystems, Mechanical engineering, Bioengineering, or other engineering background allowing you to easily understand the product's technical specificities.
- Fluency in oral and written English is a must.
- Additional language skills including French, German, Italian, or Spanish are highly desired.

Required soft skills

- You like interacting with people, bring advice and solutions to them, and demonstrate good customer service skills.
- You are hands-on and like to solve problems.
- You are skilled to manage technical work at the field even with little supervision.
- You are capable to interpret technical issues from descriptions given by the customers.
- You can adapt in a constantly changing environment.
- You have the ability to collaborate with others by working in a team, share information with peers and managers.
- You demonstrate critical thinking and analytical skills.
- You demonstrate good organizational skills and attention to detail.
- You like travelling.

We offer

- A young and strong-growing high-tech company.
- A diverse and international working environment with a strong network.
- A highly interactive team with strong personal and technical qualities.


How to apply

Send your complete application through human.resources@lunaphore.com

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