



Job Description: **Field Service Engineer – CDI**

At Abbelight we are driven to advance biological and biomedical research by making powerful super-resolution microscopy easy and accessible for all users. Together with researchers, biotech labs and medical facilities, we aim to unlock the next generation of imaging tools to understand biology and help improve human health.

We are looking for a Field Service Engineer to cover our European operations.

THE ROLE

As our Field Service Engineer you will be responsible for installation, commissioning and maintenance of our super-resolution instruments in Europe. You will ensure and promote high quality technical and scientific service, listen to customer needs while ensuring project deadlines are met to achieve your individual and Scientific and Technical Support team's objectives.

- You will be field based and travelling daily to customer sites in Europe (>75% travelling) to install new equipment, commission it, perform quality control and write the relevant reports.
- You will manage installations from pre-departure tests to commissioning, and coordinate with the customer on time and equipment installation constraints.
- You will participate in the diagnosis of hardware issues (on site or remotely) and their adequate and timely resolution with an accurate report. You will be responsible for the management of spare parts inventory, orders and expenses necessary to ensure timely service to customers.
- You will perform customer visits for preventive or curative maintenance.
- You will participate in the promotion and sale of a complete maintenance service contract or "à la carte", according to the needs of the customers
- You will participate in the writing of installation guides and intervention reports, to allow for the continuous improvement of processes and products.
- You will be in regular interaction with abbelight departments (Production, Sales and R&D), to follow up on needs or improvements identified and/or communicated by customers.

REQUIRED PROFILE / SKILLS

- Typically requires a MEng degree or equivalent degree with skills in optical instrumentation (optical, mechanical, electronic).
- Good interpersonal skills and ability to communicate effectively within the team and with the clients in French and English, both verbally and in writing.
- Analytical troubleshooting and problem-solving abilities.
- Highly organized and in control of administrative work, including installation and service reports, customer queries, also when in the field.
- Ability to work in a team, also remotely.
- Experience in technical support will be greatly appreciated.

WHY ABBELIGHT / WHAT WE OFFER

TEAM A passionate, multidisciplinary, multicultural and quickly growing team, based just outside of Paris.

STABILITY Permanent position (CDI) with health benefits, and the French work-life balance.

EVOLUTION The role flexible and can evolve in multiple directions as the company grows, including the possibility to assume managerial responsibilities to train and integrate more junior team members.

HOW TO APPLY

Send your CV and a brief motivation letter to dkellerolivier@abbelight.com

ABOUT ABBELIGHT

Founded in 2016, abbelight is a fast-growing start-up specialized in super-resolution fluorescence microscopy, specifically Single Molecule Localization Microscopy (SMLM). The technology developed by abbelight is based on three areas of expertise: chemistry, optics and computer science. The products developed integrate a constantly evolving know-how and allow abbelight to offer a complete solution, from sample preparation to data analysis, including modular instrumentation that can be adapted to customers' needs. See also: www.abbelight.com