

Junior Field Service Engineer – CDI

Abbelight is a fast-growing company specialized in imaging solutions focusing on microscopy and unique single molecule detection (super-resolution).

The portfolio integrates a constantly evolving knowhow on chemistry, optics and computer science to offer a complete solution, from sample preparation to data management, including an optimal bio-imaging platform that can be adapted to all researchers', biotech labs' and medical facilities' needs.

We are looking for a Junior Field Service Engineer to reinforce our international operations.

Job description

As a Field Service Engineer, you will be responsible for managing customer cases. You will ensure and promote high-quality technical and scientific service, listen to customer needs guiding customers to success with our solutions. You will also develop and update customer-facing documentation. You should have a strong scientific or engineering background, have great customer service skills, and be comfortable with advanced fluorescence microscopy instruments. As part of the Customer Support team, you will be in a highly visible role that prioritizes customer success and promotion of Abbelight's solutions.

Your main responsibilities will be to

- Provide remote & on-site assistance: carry out interventions and maximize customer satisfaction (installations, training, needs follow-up, after-sales service, maintenance), with business travel **up to 50-60% of the time**
- Share user feedback, system improvement, and correction points with the company's various teams (Support, Sales, Production, Product, R&D, Marketing).
- Create, maintain, and distribute customer-facing documentation: troubleshooting guides, technical bulletins, software/hardware release messages

You are part of

A dynamic Customer Support team focused on client satisfaction, and you will work closely with the Application Scientist team as well as the Sales team to ensure customer success.

Your areas of knowledge and expertise

that matters most for this role

Background

- MEng degree (or equivalent) in a multidisciplinary engineering field (optics and/or biology are a plus)
- BEng degree (or equivalent) with one or two years' experience in microscopy

Experience

- Experience developing technical documentation (instrumentation, life-science applications) is a plus
- Experience in super-resolution fluorescence microscopy (SMLM) and/or image analysis is a plus
- Experience in technical support will be greatly appreciated

Quality

- Beyond the skills you've acquired through your studies, it's your open-mindedness, willingness and interest in helping people that will make all the difference!
- 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
- Ability to work in a team, also remotely

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 is 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

Advantages

- Tickets restaurant
- Annual bonus
- Laptop and cell phone

Type of job

CDI – permanent position

How to apply

Send your CV to jobs@abelight.com

About Abbelight

Founded in 2016, Abbelight is a fast-growing company specialized in imaging solutions focusing on microscopy and unique single molecule detection (super-resolution).

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Abbelight is a French company developed by four passionate researchers who aim to help improve human health in various areas such as bacteriology, extracellular vesicles, neurosciences, structural biology...

Today, Abbelight employs over 60 people who are all driven by the goal of providing the best solutions and support to our customers all around the world.