

# Vacancy

# Field Service Engineer

## Position

Title	Field Service Engineer
Ranking	Junior/ medior
Industry	High-Tech Systems, Materials & Nano-technology
Market	Research Markets: Materials Science, Chemistry, Micro-electronics
Customer type	Technical Universities, Government research labs, Industrial/Corporate R&D depts.
Customer persona	EM researchers (PhD/Post-doc), R&D directors, lab technician
Geographical	Global: 30% North America, 30% Europe, 30% Asia, 10% RoW
Summary of position	Responsible for driving our service operations: completing complex technical system installations and solving possible issues remotely or on site
Key skillset	Result driven, communication, analytical skills, problem solving, building relationships, industry knowledge; flexible working hours, travel and working environment
Key deliverables	% Successful installations Customer satisfaction rating % of product recalls without repair
Department	Marketing Sales & Operations; services
Reporting to	Operational Manager (daily activities/dotted line), Chief Operating Officer (direct/solid line)
Contract type	Full-time: 40 hr/week
Salary	Competitive base salary & company bonus
Location	Head office: Delft, The Netherlands
Travel requirements	Yes, 30% or more, international

## About DENSsolutions

It's widely accepted that nanotechnology is essential to solve many of the global challenges which human society is facing today. These modern day challenges, influenced by a growing population size, increased energy demand and climate change are factors which push scientists to solve macro problems, starting from the bottom-up! Scientists all over the world strive to understand materials down to the atomic level. The Transmission Electron Microscope (TEM) has been proven an indispensable tool to capture essential nano-structural information. However, the TEM so far had inherent limitations because it is limited to post-mortem characterization of samples in a static and ultra-high vacuum environment. What if there were a way to look into the nano-world and observe *dynamic* phenomena, for example related to materials in chemical reactors, aeroplane engines or solar panels?

Using the latest in MEMS technology, DENSsolutions has engineered this into a reality by introducing dynamic stimuli (heat, electrical bias, gas & liquid) to the TEM and eliminating the vacuum environment. With the help of our range of in situ TEM solutions, scientists from all over the world can now record the dynamics of their sample and understand the unknown. This new research is called in situ TEM. In doing so, DENSsolutions is helping its customers to change the world, one atom at a time!

DENSsolutions has experienced a rapid growth over the last five years and is preparing to ramp up even further over the next years. For that reason, we want to provide our customers with world class system support and service.

## Assignment

Travelling on-site to guarantee successful installations of our products at customer sites. Sharing knowledge and expertise amongst colleagues, offering support and help, information and skills with/to local engineers to increase the efficiency of our customer service.

Conduct advanced troubleshooting to repair, test and qualify instruments located at assigned territory sites.  
Determines correct inventory levels of repair parts with supply lines.

Solve complex technical problems by (remotely) analysing data and creating forward looking action plans in collaboration with the local teams (if available). Schedule and manage preventive maintenance and unscheduled visits to instrument sites.

Document repair/ resolution of customer calls in CRM system and escalates issues to management as needed.

Work with Product Managers to resolve quality issues and advise of issues and developments.

Ensure instrumentation is compliant with regulatory requirements and quality control standards.

Continuously stay updated and informed on new technologies, functionalities and products.

## Skills & experience

You have a Bachelor degree or higher in a technical science (i.e. Physics, Engineering, Electronics, Chemistry), equivalent experience is also accepted.

You preferably have up to 2-3 years' hands-on experience with engineering of hi-tech mechanical and electronic systems/ products. Your English is at a full professional proficiency level, both spoken and written. In addition, good working knowledge of Chinese is a plus

You are highly motivated team player, have a creative "can do" mentality, have a passion for building relationships, are customer focused, communicate effectively with customers, employees & partners from all parts of the world, are organized, are disciplined and eager to keep learning.

## Our offer

- A pivotal role at a fast-growing high-tech company with a global market
- Strong professional and personal development opportunities
- To become a valued member of our multi-cultural and entrepreneurial team
- Becoming part of a global network in Science and Engineering
- To 'discover the world', with service activities at our partners' site spreading out all over the developed world.

## How to apply

- Please first visit: [www.DENSsolutions.com](http://www.DENSsolutions.com)
- For more information: please contact Samuel Korfmacher, Operational Manager: +31 (0) 6 57 98 61 56 or [samuel.korfmacher@denssolutions.com](mailto:samuel.korfmacher@denssolutions.com) or Eric Kievit, COO: +31.6.10482801 / [eric.kievit@denssolutions.com](mailto:eric.kievit@denssolutions.com)
- Qualified candidates are invited to apply directly via email [hr@denssolutions.com](mailto:hr@denssolutions.com) and specify 'field service engineer' in the subject line.
- Please include your resume and motivational cover letter
- There will be no response to acquisition activities of recruitment companies based on this advertisement