

Field Service Engineer - Pathology - New Orleans, LA

Job ID #3009851

Job Function

Services & Support

Travel Required

Yes, 75% of the Time

Job Description

Agilent inspires and supports discoveries that advance the quality of life. We provide life science, diagnostic and applied market laboratories worldwide with instruments, services, consumables, applications and expertise. Agilent enables customers to gain the answers and insights they seek -- so they can do what they do best: improve the world around us. Information about Agilent is available at www.agilent.com.

Every day, Agilent Field Service Engineers help our customers to solve issues that enable scientists to make discoveries that enhance the quality of life. Through our work, we deliver insights and provide the support that keep labs running smoothly and more efficiently. Join our dynamic organization to be a part of this rewarding work.

As a Field Service Engineer for Agilent, you will work at a variety of labs, so having an appetite for continuously learning about new instruments, software and consumables is key. Applying your communication skills, creativity and can-do attitude is essential. The ability to help with solving customer problems and a commitment to deliver the highest levels of customer service is how you will build customer success.

Your Role:

You will be responsible for supporting our customers with on-site installation, implementation, maintenance and repair of company and multi-vendor systems solutions. Our varied product lines include hardware, software and networking products as well as operating systems.

- Installs and optimizes hardware/software/network products and configurations at customer sites.
- Diagnoses and resolves product performance problems.
- Performs maintenance and repairs
- Ensures customer satisfaction by advising customers on preventive maintenance and configurations, which may impact product performance.
- Proactively responds to potential equipment issues to prevent unplanned interruption of customers' business.
- Deliver fully integrated solutions, which may include peripherals, communications, operating systems and applications software.
- Train other field engineers and customers in the solutions

Option to Work Remote

Yes

Schedule

Full-time

Job Type

Experienced

Secondary Locations

US-TX-Houston

Shift

Day Shift

Qualifications

- Bachelors, Masters or other University Degree preferred; may also consider an equivalent combination of relevant experience, training and education
- 2+ years of relevant work experience - biomedical technician, electro-mechanical, IVD instrumentation or other related experience
- Strong professional communication skills; can communicate well both verbally and in writing
- Ability to work well in a dynamic customer-facing environment
- Knowledge or and/or experience with electronic principles, fluidics, pneumatics, electromechanical devices, troubleshooting techniques and diagnostic skills
- Proficient in IT terminology such as IP addresses, Windows Server Environment, and firewalls, etc.
- Experience with connecting IT equipment to networks and/or IT course work and/or certifications such as A+ certification is a plus but not required
- Ability to work with minimal supervision and show sound business judgment with regard to escalating issues when the managers help is needed to make a decision
- Ability to function in a responsible, professional manner using good judgment in decision making. Requires the ability to remain positive, rational, calm and professional under stressful conditions (I.e. dealing with irate people, handling complaints, etc.)
- A valid driver's license is required for this role

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EOE AA M/F/Vet/Disability/Sexual Orientation/Gender Identity.

For more information about equal employment opportunity protections, please see all of our notices for EEO below.

Application Information

Please apply online at

<https://recruiting.adp.com/srccar/public/nghome.guid?c=2167807&d=External&prc=RMPOD4&r=5000606667806>.