



FIELD SERVICE ENGINEER (EN-FR-SP)

About us:

Elysia-raytest is a solution provider for the nuclear medicine, radiation safety, radio-pharmaceutical production, pharmaceutical research and agrochemical industry. We sell, develop and produce instruments, software and services for quality control and production of radio-active substances. With a head office and lab facilities in Liège, Belgium, and a production site in Straubenhardt, Germany, we are one of the leading specialists in the measurement and detection of radioactivity. Our customers are research institutes, radio-pharmaceutical production centres, pharmaceutical companies and nuclear medicine centres.

Function:

To strengthen our Technical Service department in our Head Offices in Liège, we are currently looking for a Field Service Engineer who:

- Is responsible for the execution of installation activities (incl. IQ/OQ) with regard to analytical equipment on customer locations.
- Conducts training of customer personnel on our equipment.
- Performs modification, service, repair and maintenance activities with regard to our equipment on customer locations.
- Makes the liaison with customers to establish and maintain a continuous positive relationship as well as follow-up with customers' concerns and problems
- Answers questions from colleagues about technical developments, modifications and product specifications.
- Reads, maintains and creates user manuals, installation manuals, training documents...
- Gains a deep understanding of our products and services, identifies and fills product gaps and generate new ideas to increase our market share, improve customer experience and drive growth.

Profile:

We are looking for a customer and service-oriented person with drive and ability to take own initiatives and work independently. You are a true team player with high commitment and you are challenged enthusiastic about handling customer expectations.

Furthermore, you are persistent and efficient with a logical/structured way to solve issue.

- Good communication skills, excellent knowledge of French, **Spanish** and English
- Organizational and planning skills, with attention for details
- Team player with a creative mind
- Stress tolerant and customer orientated, with good presentation skills
- Proven ability to influence cross-functional teams without formal authority
- Willing to travel **50%** of the time
- Strong problem-solving skills with attention for details, and willingness to roll up one's sleeves to get the job done

Qualifications and experience:

- Bachelor/ Master level in an electronics, technical field or equivalent experience.
- Knowledge of analytical equipment is an advantage.
- Knowledge Spanish, French and English
- Driving license

Elysia offers you:

- A challenging job within a dynamic team, in an international environment
- An interesting salary packages including company car and 32 days of holidays
- A permanent contract

You meet the requirements and are interested in our offer? Feel free to send your application to:

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