

Field Service Engineer

At RedShiftBio, we “See change” and are pushing the boundaries with our Microfluidic Modulation Spectroscopy (MMS) technology to achieve radical improvements in performance and measurement capabilities IR spectrometry analysis of proteins and biotherapeutics. We have developed major partnerships with industry leaders, attracted top talent to our executive and advisory teams, and received strategic and venture funding to support our product introductions and continue to build our team.

We are constantly seeking experienced talent in all functional areas of our business. We seek extraordinary and ambitious people who also see the need for change. We value bright minds, sharp instincts, collaborative spirit, and innovative vision. Our team members are innovators who push beyond the status quo to create one of the most promising technology start-ups in the Boston area.

Essential Capabilities

- Strong customer relations capability with ability to provide adequate and on time customer technical support (both corrective and preventive) as required to solve any technical problems, and adequate customer communication.
- Proficient with personal computers, and enterprise software.
- Highly organized, thorough, and possess and practice good record keeping skills.
- Effectively communicates information and project data to team members, management, and customers and suppliers. Good verbal and written communications skills including the ability to see, hear, and speak clearly. Ability to work with diverse groups and irregular schedules.
- Must have great attention to detail and good organizational skills

Essential Functions

- Implement installation procedures and documentation.
- Plan and successfully execute all service activity including installation, repair and preventive maintenance activity.
- Work with team to develop diagnostic and repair procedures and documentation
- Plan, establish and coordinate spare/repair parts stocking and shipping.
- Interfaces directly with customers to ensure that all customer requirements, goals and objectives are fully understood and communicated to responsible departments.
- Communicate regularly and effectively all service, support and business activity to appropriate departments within the company.
- Communicates regularly with customer base to ensure satisfaction with our products and services.

Minimum Qualifications (must have)

- BA/BS or MS degree
 - **5 years of Field Service Experience analytical equipment**
 - Understanding of pharmaceutical and biotech customer needs
 - Excellent verbal and written communication skills
 - Proven technical, analytical, and problem-solving skills
 - Highly motivated and accepts a challenging and exciting work environment
 - Excellent time management, organizational and interpersonal skills
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- Highly adaptable and able to work independently

- Fluent English- oral and written.
- Computer and internet knowledge.

This position is open for immediate hire. The company provides very competitive salaries as well as a full benefit plan including medical, dental and 401(k) savings.

To apply, please send a cover letter and resume referencing the job title to:

Careers@Redshiftbio.com

WE ARE AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER. RedShift BioAnalytics affords equal employment opportunity to all qualified persons regardless of race, color, religious creed, national origin, age, military status, sexual orientation, disability, genetic information, gender identity, gender expression or gender unless based upon a bona fide occupational qualification. Please view Equal Employment Opportunity Posters provided by OFCCP [here](#).