

Field Service Engineer

At RedShiftBio we “See change” and we are pushing the boundaries with our Microfluidic Modulation Spectroscopy (MMS) technology. This technology is used to achieve radical improvements in performance and measurement capabilities for IR spectroscopic analysis of proteins and biotherapeutics. At RedShiftBio, 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 as we continue to build our team.

RedShiftBio is 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, a 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 relation and communication skills with the ability to provide adequate and on-time corrective and preventive customer technical support as needed for all technical problems.
- Proficiency with personal computers, common hand tools, and enterprise software.
- Ability to prepare and formally present concepts, progress and status of projects to management and customers.
- Highly organized, thorough, and possess and practice good record keeping skills.
- Ability to work with diverse groups.
- Must have great attention to detail and good organizational skills.
- Capability to travel both domestically and internationally as necessary.

Essential Functions

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

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Minimum Qualifications

- BA/BS, MS degree, or equivalent military background with relevant experience
- 5 years of Field Service Experience with 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
- Outstanding customer advocacy skills
- Highly adaptable and able to work independently
- Fluent English (oral and written)
- Computer and internet knowledge
- Ability to travel up to 50 – 80%