



JOB PROFILE

Nordic Field Service Engineer Finland

Company: Bio-Rad Laboratories

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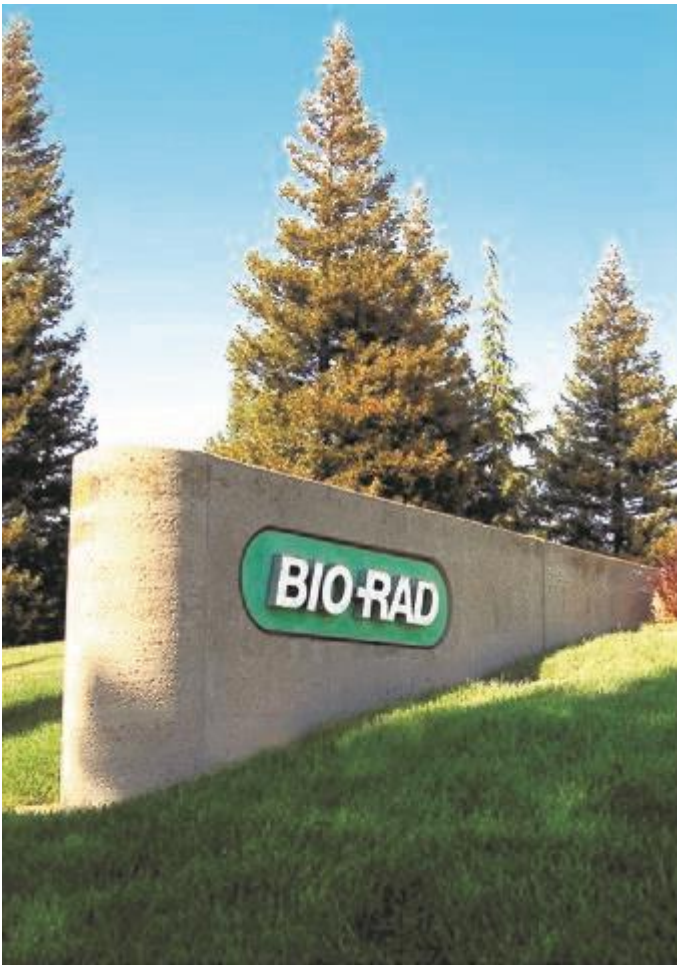
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Company information

Over the past six decades, the entrepreneurialism and inspiration of founders David and Alice Schwartz have paved the way for Bio-Rad to grow and thrive. Through the years the company has expanded its reach to the scientific and diagnostics communities, providing an innovative and expansive line of products and services.

Today, Bio-Rad is world renowned for its commitment to quality and customer service among university and research institutions, hospitals, public health and commercial laboratories, as well as the biotechnology, pharmaceutical, and food safety industries.

Today, Bio-Rad is a global leader, with a team of over 8,250 employees and a global network of operations that serves our life science research and clinical diagnostics customers, helping people live longer, healthier lives.



Life Science

Offering a wide range of instruments, software, consumables, reagents, and content for the growing fields of cell biology, gene expression, protein purification, protein quantitation, drug discovery and manufacture, food safety, and science education. Bio-Rad is among the top five life science companies worldwide.

Our products and solutions are based on technologies used to separate, purify, identify, analyze, and amplify biological materials such as antibodies, proteins, nucleic acids, cells, and bacteria. Technologies and applications include electrophoresis, imaging, multiplex immunoassay, chromatography, microbiology, protein function analysis, transfection, flow cytometry and cell

sorting, amplification, and real-time and digital PCR. Bio-Rad products support research and applied science in laboratories throughout the world.

Clinical Diagnostics

Bio-Rad is a leading in-vitro diagnostics supplier, delivering a large portfolio of innovative products to clinical laboratories worldwide. Bio-Rad is the global leader in clinical quality control products, services, and information systems. These products ensure the accuracy and validity of clinical test results and are used by more clinical laboratories than products from any other company. Bio-Rad's other diagnostic products and systems leverage a broad range of technologies and deliver high-value clinical information in the blood transfusion, diabetes monitoring, autoimmune, and infectious disease testing markets and are used to support the diagnosis, monitoring, and treatment of diseases and other medical conditions.

Our Guiding Principles

- ❖ **Serve humanity**
Deliver useful products that advance scientific discovery and improve healthcare.
- ❖ **Growth**

- Grow the company at a rate that exceeds the growth rate of our markets.
- ❖ **Innovation**
Apply innovative ideas and technology to accelerate the discovery process.
 - ❖ **Stability**
Provide a stable work environment where employees are inspired to create and carry out their ideas.
 - ❖ **Long-term approach**
Evaluate opportunities and operate our company with a view of success measured in years—not quarters.
 - ❖ **Independence**
 - ❖ remain an independent entity so we can guide our own destiny.
 - ❖ **Opportunity**
Be flexible and responsive to dynamic markets, changing customer needs, and business opportunities.

Our Core Values

As we have grown, our success has been guided by the enduring values of Innovation, Involvement, Independence, and Integrity. These Core Values reflect the way we work and who we are as an organization. They represent our commitment to those we serve and to each other.

We are committed to serving humanity by helping researchers and diagnosticians achieve their objectives in their pursuit of new discoveries that will ultimately lead to improved healthcare. At the end of the day, it feels good knowing that each of us—in our own way—has played a part in improving the quality of life. Together, and as individuals, we are making a difference.

Independence

We are independent.

- Remain flexible to meet the immediate and long-term needs of our customers.
- Focus on long-term growth.
- Make the right decisions—at the right time.
- Pursue new opportunities.

Since Bio-Rad first began in a Quonset hut in Berkeley, California, the company has retained an entrepreneurial spirit. Our culture promotes a strong sense of creativity, innovation, independence, and ownership.

Integrity

We do everything with integrity.

- Integrity in the workplace.
- Integrity with our customers and business partners.
- Integrity within our company and in our communities.

Bio-Rad has a long history of providing high-quality products that help scientists in life science research accelerate the discovery process and laboratorians in clinical diagnostics obtain faster, more accurate results. As we have grown, our success has been guided by our commitment to integrity with everything we do.

In the workplace, we provide a positive, stable, and inclusive work environment where we respect each other's rights and everyone is inspired to create and carry out their ideas. With our customers and business partners, we believe in building mutually successful and long-standing relationships. We strive to earn the trust of those we work with and serve by delivering the highest standard of quality, respect for others, and behavior that is characterized by fairness, honesty, and integrity.

Integrity within our company, in our communities, and with our stockholders means we conduct ourselves in a professional and ethical manner and comply with applicable laws and regulations.

Instrument Service and Repair

Your laboratory's productivity is closely tied to the products you purchase; and you are buying more than just the product, you are selecting a partner who can play an intimate role in your ongoing success.



Unplanned instrument downtime can be expensive and have a negative impact on your laboratory output in terms of the quality of results you obtain and the time it takes you to generate results.

Your instrument purchase is just the beginning of Bio-Rad's partnership with you to help you get the most out of your technology investment. We offer various levels of flexible Service Plans and optional additional services to help you plan a level of support that will meet your specific laboratory needs and budget

Company Facts

Our Mission

To provide useful, high-quality products and services that advance scientific discovery and improve healthcare.

Annual Sales

Revenue \$2 billion in 2017

Business Segments

Life Science and Clinical Diagnostics



Number of Products

More than 10,000

Employees

More than 8,000

Headquarters

Hercules, California

Founded

1952

Job description

Job title

Nordic Field Service Engineer

Location

Finland (Helsinki/HUS-The Hospital District of Helsinki and Uusimaa)

Main purpose of the job/Position Summary

- Responsible to support Bio-Rad products & customers.
- Responsible for installations (HW & SW), Emergency repairs and Preventive Maintenance at customer premises.
- Training of end users (after developing skills and experience),
- Correct escalation of 2nd level issues.
- Support the customer in having their equipment running effectively. This will primarily be done in Finland but also include customers throughout Nordic and may also include Europe.
- The employee shall act according to existing policies, guidelines and requirements as stated by Corporate and local organisation.

Reports to

Harri Häkämies, Nordic Service Manager

Role and Responsibilities:

- ✚ Responsible for executing all service activities on technical equipment, including but not exclusive to installation, maintenance, diagnosis, emergency repairs as planned by the local operation.
- ✚ Maximize equipment performance in line with guidelines and Specialist direction. Key to this is customer uptime, and satisfaction that the service visit meets their needs.
- ✚ Develop experience and ability through training and development on company products, leading to the potential to serve as a technical reference for more junior levels.
- ✚ Work as Field Service Engineer in Finland, but also backup other Nordic countries.
- ✚ Manage all administration tasks within a given time frame including i.e. Call feedback, expense claims, time reporting and Technical updates and daily administration necessary to complete the role.
- ✚ Personal responsibility to keep up to date with the technological developments within the field of operation you are working in.

- # Liaise and work with local Sales teams to meet market and business requirements.
- # To present yourself daily and represent Bio-Rad as a professional and committed employee both internally and externally.
- # To comply with the service training and manuals provided, working at all times within the local health and safety guidelines, maintaining Bio-Rad Quality standards through everything done.
- # Represent Service as required at internal or external meetings
- # Required to be flexible in job duties and cover when workload allows other functions within Service and Technical Support.
- # To be fully responsible for maintaining accurate records of personal parts inventory, ensuring the quality of all parts remain in the condition and packaging with parts numbers as received.

Skills and Knowledge Requirements

- # Good time-management skills, strong communication skills, up-to-date computer knowledge in both software and hardware including but not exclusive to PC based systems, Microsoft Office and network knowledge.
- # Working knowledge of English both verbal and written, critical is the ability to read and understand the English used for Training, Technical updates and also Service and Instrument Manuals.
- # Experience in Field Service Repair & Maintenance of highly technical scientific/electrical equipment. On the job experience of Biological/Chemical assays related to Analytical instrumentation applications is a bonus.
- # Degree in Electronics is essential or similar.

Candidate specification and work experience

Education:

Technical degree and/or experience in a customer facing environment

Experience:

Experience in a customer facing environment, worked as Field Service Engineer

Environment/Working Conditions:

Field based, extensive travel, also to other Nordic countries if needed, home office based.

Personal qualities:

- Systematic, result/goal oriented and independent working methodology
- Service minded, entrepreneurial, independent & collaborative personality
- Strong analytical and project management skills
- Experience in working in international organization

Competencies:

BUILDING NETWORKS

Takes the initiative in making new contacts.

Maintains strong and productive relationships. Communicates frequently with their network of contacts.

SUPPORTING TEAMWORK

Prioritizes the needs of the team. Supports and encourages people and seeks to work harmoniously with others. Creates opportunities for people to work together.

MEETING CUSTOMERS' NEEDS

Consults and listens to customers. Prioritizes customer needs and ensures that they are met.

PROBLEM-SOLVING

Approaches problem solving analytically. Identifies and uses relevant information. Analyses problems from multiple perspectives.

PLANNING AND DELIVERING

Plans for the short and long-term. Uses schedules and structures so that tasks will be completed on time and as specified.

ACTING RELIABLY AND ETHICALLY

Upholds ethics, and follows rules laid down for their work. Operates in line with convention and delivers on their promises.

MAKING DECISIONS

Makes prompt decisions and takes decisive action even when faced with risk. Acts quickly and decisively.

Terms of employment

Contract

Salary

Travelling

Performance Incentive

Other benefits

Permanent

Will be negotiated

Company car

Incentive Plan available

Communication tools, Insurances, Occupational health care