

## CUSTOMER SUPPORT ENGINEER-MICROBIOLOGY

BRUKER

BILLERICA,MA

As one of the world's leading analytical instrumentation companies, Bruker covers a broad spectrum of advanced solutions in all fields of research and development. All our systems and instruments are designed to improve safety of products, accelerate time-to-market and support industries in successfully enhancing quality of life. We've been driving innovation in analytical instrumentation for 50 years now. Today, worldwide more than 6,000 employees are working on this permanent challenge, at over 70 locations on all continents.

The Customer Support Engineer will focus on our Clinical Maldi Biotyper products and will be responsible to provide first line of support to customers and field engineers using technical documentation, telephone support and remote diagnostic tools. Participate in factory trainings and work with highly complex equipment which requires a basic understanding of the physics of the instruments serviced.

This is a non-exempt hourly position work hours are 11AM-7PM.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** include the following. Other duties may be assigned.

Provide technical phone support to customers and field service personnel worldwide for the MBT, defined as a Microflex LT MS system with Biotyper software for ROU and clinical application including laboratories testing on human samples intended to diagnose disease.  
Be able to familiarizes/trains customers for basic operation of the equipment.

Troubleshooting involves operating instrument via remote diagnostic software; independently determine whether an onsite visit is required.

Become a future member of the 24/7 support team that will require 24/7 support on a rotation basis to customers.

Organizes schedule in accordance with customer needs and determine which customers must be visited which can be attended to remotely and which ones need immediate attention. Work closely with the service manager and support center to attend those needs.

Attends in depth product training (3-4) on new and updated Bruker products in German factory by product experts.

Work closely with production personnel and application personnel to resolve hardware and software technical problems in the field.

Communicates/works closely with service/support centers.

### **Education and/or Experience:**

B.S. in Microbiology or Biology related fields or equivalent experience.

Experience diagnosing and repairing mechanical, electromechanical and/or electronic equipment on mass spectrometer.

**Computer Skills:**

Working knowledge of MS Office products.  
Understanding of networking

**Certificates, Licenses, Registrations:**

Driver's license.

**Other Skills and Abilities:**

Excellent communication skills with the ability to communicate complex technical issues in an easy to understand manner.

General understanding of analog electronics, high voltage circuitry/circuits, laser technology, chromatography separation techniques, and ultra high vacuum.

Strong technical skills on analytical instrumentation.

Customer focus and interaction and ability to interact and communicate with scientists who typically possess a Ph.D. (or Master's Degree) in Biochemistry, Biophysics or Microbiology.

Strong organization and prioritizing skills.

**Other Qualifications:**

Ability to work independently yet has a team focus.  
Must be responsive and reliable.

Bruker Corporation offers a comprehensive and competitive benefits package including medical, dental, 401(k), paid vacation, holidays, and tuition assistance (as applicable).

Bruker is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, sex, national origin, disability, veteran status, and other protected characteristics.

Certain positions at Bruker require compliance with export control laws and as a result, all interviewed candidates for all positions will be screened pre-interview to determine their eligibility in light of export control restrictions.

Apply: <https://englishcareers-bruker.icims.com/jobs/2911/customer-support-engineer-microbiology/job?mode=view>