

JEOL High-end TEM Support Engineer for Israel

Job Title	Support Engineer
Location	Israel
<p>Main purpose of job: To provide Service Support for JEOL Advanced TEM users in Israel</p> <p>Position in company: Reports to Principal Technical Support Engineer/ General Manager</p> <p>About Us: From our office in Welwyn Garden City, Hertfordshire, JEOL (UK) Ltd offer sales, support and applications training for a wide variety of scanning electron microscopes (SEM), scanning probe microscopes, transmission electron microscopes (TEM), NMR spectrometers, ESR spectrometers, mass spectrometers and semiconductor process equipment.</p> <p>As one of the world's leading suppliers of scientific equipment, we are proud to offer our customers the highest level of sales and technical support maximising their investment in JEOL products.</p> <p>Established since 1968, JEOL (UK) Ltd is part of a worldwide network, with the head office in Akishima, Tokyo.</p> <p>What we expect:</p> <ul style="list-style-type: none"> ▪ Full Driving license ▪ A MSc or PhD with experience of working with Transmission Electron Microscopes ▪ Background in Electronic Engineering and hands on experience of working with electronic board is advantageous. ▪ Full Knowledge of the English Language. ▪ Independent, service-minded and educational in the approach towards customers. ▪ Willingness to travel to support customers throughout Israel. ▪ Willingness to travel to UK, EU, Japan & USA for trainings, meetings and other work-related matters <p>The Team: You will become a part of the JEOL UK High-End TEM Service team, dedicated to servicing high-end Corrected and Automated Transmission Electron Microscopes. You can expect to be travelling extensively for training and customer visits. These will include trips to UK, EU, Japan and USA. You will be home based and will work remotely with the support from UK, European and Japanese engineers.</p>	

What will you do: JEOL High-End TEMs are famously robust but as the uptime of the instrument is critical to our customers you are expected to be able to:

- Provide speedy response.
- Assure the highest level of Customer Experience.
- Perform field service activities, including on-site installations, upgrades, preventive maintenance and system repairs.
- Perform Preventative Maintenance visits in accordance with the Planned Maintenance schedule, and confirm arrangements with customers.
- Log all job details with the Customer Support office via the administrators, and complete the corresponding Service Reports with any supporting documentation.
- Perform all duties in accordance with the company's Safety Policy and the customer's local Safety rules.
- Work towards the future development of the company Management System thus ensuring recognition of the International Standard ISO9001.
- Coordinate your own work schedule with direct colleagues, service operations and Management.
- Instruct customers in the use of their TEMs to ensure safe and effective operation.
- Provide proactive and responsive technical telephone and email support, ensuring that our customers are successful in the use of their instrumentation.
- Maintain a personal spare parts inventory for consumable parts and provide audit information once/year.
- Provide any possible sales leads to the account manager.
- Provide feedback to support teams for correcting system documentation and updating procedures.

To Apply: Please email your CV to sarah.harper@jeoluk.com