

When you're part of Thermo Fisher Scientific, you'll do challenging work, and join a team that values performance, quality and innovation. As part of a successful, growing global organization you will be encouraged to perform at your best. With revenues of more than \$40 billion and the largest investment in R&D in the industry, we give our people the resources and chances to create significant contributions to the world.

Location/Division Specific Information

Our Materials and Structural Analysis business helps customers drive ground breaking research and discoveries by delivering innovative microscopy, spectroscopy and microanalysis solutions, such as world-class scanning and transmission electron microscopes, DualBeam™ FIB-SEMs, and spectrometers, combined with advanced software suites. We span across the business areas of life sciences, material sciences, semiconductor, spectroscopy, and visualization software.

Here are some of the products you might support our customers with:
<https://www.thermofisher.com/uk/en/home/electron-microscopy.html>

Visit the Electron Microscopy Service site: <https://www.thermofisher.com/uk/en/home/electron-microscopy/services.html#support>

Job Description

You will become a part of the Israel Field Service team, servicing Electron Microscopes(TEM/SEM/ Dual Beam Systems).

This role suits someone who enjoys working in a high-paced environment. Your proactive approach, team spirit and eagerness to continuously develop your skills are what will ultimately drive our success. Our organization is developing, and we guarantee an exciting and meaningful position in an international environment with opportunity for professional and personal growth.

What will you do?

- Performing field service activities, including on-site installation, upgrades, preventive maintenance, and system repairs.
- Solving a broad range of hardware and/or software problems of varying scope and complexity
- Coordinating your own work schedule with direct colleagues, service operations and management.
- Instructing customers in the use of our instruments to ensure safe and effective customer operations.
- Providing proactive and responsive technical telephone and email support, ensuring that our customers are successful in the use of their instrumentation.
- Producing timely and accurate reports of your activities: e.g., service reports and expense reports
- Assuring the highest level of Customer Experience to achieve customer satisfaction and loyalty.
- Providing sales leads to account manager
- Providing feedback to support teams for correcting system documentation and updating procedures.

How will you get here?

- Typically requires a B.Sc or M.Sc degree or similar qualification in Mechanical, Electrical or Electronics Engineering or other applicable experience in a high-tech environment. Candidates holding M.Sc and Ph.D degrees in Material and Chemical engineering with knowledge in electron microscopy would be considered as well.
- Analytical trouble shooting and problem-solving abilities.
- Typically requires 2-7 years hands on technical experience installing, troubleshooting, repairing, and calibrating sophisticated analysis tools such as SEM, TEM, FIB, XPS, MRI or similar systems.
- Excellent hand-eye coordination and manual dexterity
- IT skills, including TCP/IP networking.
- Driving license required
- Excellent communication skills in English, verbal and in writing.
- Independent, service-minded, and educational in the approach towards customers
- Highly organized, on top of things and in control of administrative work, including service reports and customer queries, also when being in the field and the pace is high.
- A strong team contributor, working remotely with the ability to work with colleagues in the region.
- Commercial approach
- A natural curiosity about trends in technology and IT.
- Self-starter likes to be challenged.
- Knowledge of Electron Microscopes is an advantage but not a requirement.

We offer motivating and multi-divisional tasks in an innovative and international working environment.

Our Mission is to enable our customers to make the world healthier, cleaner and safer. Watch as our colleagues explain [5 reasons to work with us](#). As one team of 100,000+ colleagues, we share a common set of values - Integrity, Intensity, Innovation and Involvement - working together to accelerate research, solve complex scientific challenges, drive technological innovation and support patients in need. #StartYourStory at Thermo Fisher Scientific, where diverse experiences, backgrounds and perspectives are valued.

Apply today! <http://jobs.thermofisher.com>

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