



Field Service Engineer

Location: Sydney

Work Type: Permanent Full-time

About us:

At SpeedX, we are passionate about improving patient outcomes and specialize in molecular diagnostic solutions that go beyond simple detection to offer comprehensive information for improved patient management. With our headquarters in Sydney, our technology supports clinical diagnostic products for infectious diseases with a range of products in the market and a pipeline of research and In Vitro Diagnostic (IVD) assays since 2009.

Our well-equipped offices and laboratories are centrally located at the Australian Technology Park in Eveleigh (Sydney) and are easily accessible by rail. SpeedX believes our employees are pivotal to our success and reputation, therefore we strive to offer true work/life balance with opportunity for further training and structured career development.

We like to recruit the best talent to join our growing company that was awarded 2021 Australian Company of the Year at the AusBiotech and Johnson & Johnson Innovation Industry Excellence Awards. Make no mistake, we expect a lot from our people as they do of us. So, if you can rise to the challenge, we will provide you with a dynamic and rewarding career.

About the Role:

- **Permanent full-time as Field Service Engineer**
- Working in an ISO 13485 accredited manufacturing environment
- Extensive training provided to ensure smooth transition to the role and the company
- Opportunity to grow your career in Molecular Diagnostic company for the right candidate
- Monday-Friday office hours

Your primary responsibilities will involve but not limited to:

- Perform equipment installation, operation and performance qualification
- Troubleshoot, maintain, and repair automation and robotic equipment
- Complete preventative maintenance and field modifications
- Manage repair part cycle times
- Manage calibration and maintenance cycle times for customer sites
- Keep up to date on administrative responsibilities such as maintenance of customer service logs and internal service records in a timely manner
- Liaise with equipment manufacturer
- Report problems and perform root cause analysis on instrument failures
- Maintain regular communications with customers, ensuring resolution and follow-up



- Maintain tools and test equipment, ensuring properly calibration
- Maintain SAP records for spare parts and service history.
- Develop service-related documentation and SOPs.
- Utilize appropriate escalation processes to resolve customer service issues
- Lift and carry toolbox that can weigh up to 20kg
- Adhere to current regulatory requirements included, but not limited to, ISO 13485, OSHA and 21 CFR part 820.

Qualifications/ Technical & Specialist Skills/ Experiences:

- Bachelor's degree mechatronic engineering or comparable, or equivalent experience
- **Minimum 7 years' experience**
- Have experience servicing diagnostic automation equipment
- Have experience interfacing with both internal team members and external customers as part of a solution-based service process
- Have a proven record of being reliable and accountable for all aspects of their job
- Be proficient with computer skills including MS Word, PowerPoint, Excel and Outlook

Personal attributes/ Interpersonal skills:

- Have excellent analytical, interpersonal and communication skills with the ability to communicate complex technical issues in an easy-to-understand manner
- Have the ability to work in a fast-paced, self-directed, entrepreneurial environment
- Be resourceful, with the ability to make decisions independently
- Have strong time management skills
- Be adaptable to changing circumstances
- Have strong attention to detail
- Be able to multi-task activities with shifting priorities
- Have the ability to work productively in a pressurized environment
- Have a proven ability to understand a detailed scope of works
- Be able to both work both autonomously and as a part of a team
- Show initiative and self-drive to get the job done in a fast-paced environment
- Be ethical and trustworthy

Please clearly state in your application if you have full rights to work in Australia

If you believe you fulfill the criteria, please email your CV and accompanying cover letter and include in the subject the job title: **Field Service Engineer** to: **hr@speedx.com.au**.