



Field Service Engineer

Location: Foster City, CA

Reports To: Technical Services Director

Start Date: Q2, 2018

Company Description:

Quantum Analytics is an established Value Added Distributor addressing the analytical instrumentation industry. We market and distribute products with a portfolio of premier manufacturing partners and provide cross-platform integration, installation, training, and support for our customers. In addition, we provide flexible financing options that include lease, rent, or buy.

Position Description:

Field Service Engineers provide technical support for Quantum Analytics' customers and partners. Technical services may be related to analytical instrumentation installation, systems integration, failure analysis and repair, and limited application support. Position requires significant travel.

Job Responsibilities:

- Provide on-site installation, maintenance, calibration, and repair of products including gas and liquid chromatographs, mass spectrometers with emphasis on Agilent LCQQQ G6460AA is required.
- Communicate with clients to achieve high quality service expectations.
- Communicate with customer support team to provide work order status, scheduling activity, and client requirements.
- Between assignments be available during normal working hours for immediate response to client issues and telephone support.
- Promote and maintain service contracts in assigned region.
- Keep up-to-date on new product and product changes within his/her assigned sphere of activity to increase own abilities and skills.
- Perform other tasks as assigned by manager or supervisor.

Basic Qualifications:

- BS Degree in Chemistry, Electronics or related field. Previous military experience in electronics a plus.
- Service trained on Agilent QQQ platform G6460AA desired.
- Minimum 3+ years of related experience required
- Exceptional verbal and written communication, organization and problem solving skills.
- Experience and ability to use MS Office Software
- Ability to work in a fast-paced, dynamic environment.
- Highly motivated self-starter comfortable working independently.
- Agilent Chemstation and MassHunter experience.

Work Conditions:

Working conditions may vary from office to industrial laboratory environments. Significant regional and some national travel will be required.

To apply: Please submit cover letter and resume to Human Resources at careers@lqa.com