



Field Service Engineer @ Stilla Technologies

JOB DESCRIPTION

[Stilla Technologies](#), a Paris-based European Biotech company, is recruiting a **Field Service Engineer** to assist customers and the Sales Team post-sales of the [Naica™ System for Crystal™ Digital PCR](#).

After closing a 16 M€ Series A funding round in November 2018, Stilla is scaling its operations worldwide, with a focus on expanding sales of the Naica System worldwide.

Stilla is hiring a Field Service Engineer who will assist the customers and the Sales team (Commercial Operations Department).

The Field Service Engineer's primary responsibilities will be to provide technical support related to the Naica™ System (digital PCR equipment) by interfacing with R&D, Operations, Production, and the Sales teams.

This role will require exceptional communication & interpersonal skills. You are self-motivated and passionate about maintaining a new innovating instrument in the Life Science and Clinical research fields.

We are searching for a candidate for a field-based technical position, responsible for the customer support. As a **Field Service Engineer**, you have a strong knowledge in the area of Engineering and Instrumentation in the Life Science market. You will demonstrate technical credibility to make sure our customers are 100% satisfied with Stilla and the Naica system. You enjoy supporting customers and helping them troubleshoot their systems/instrumentation.





ESSENTIAL FUNCTIONS

- Perform preventive and curative maintenance of Stilla's equipment and/or products for customers.
- Provide technical support and instructions (operational or maintenance aspects).
- Assist and manage inventory management of spare parts.
- Assist Application Specialists/Technical Support in system troubleshooting for customers on the field.
- Troubleshoot and test new tools (CRM; SAP; etc.). Problem-solving oriented.
- Serve as customer liaison on service-related problems.
- Produce technical content. Develop, write, and edit technical documentation for internal and external communication.
- Work within a team environment and escalate unresolved issues to appropriate departments.
- Communicate with end users, keeping them informed of technical support progress. Monitor customer satisfaction.
- Ensure 100% customer satisfaction.
- Perform additional duties as assigned.

REQUIRED SKILLS

- You can operate effectively with different professionals in an international team environment and in multiple projects under tight deadlines.
- Clear vision of customers' expectations and commitment to provide outstanding customer service.
- You are interested in continuously expanding your personal and professional skills with appropriate training.
- Strong oral and written communication skills in French and English with the ability to interact at all levels. Additional language (German; Spanish; etc.) is a plus.
- Strong customer relationship skills.
- Experienced in project management with organizational skills and the ability to multi-task.
- Excellent computer & networking knowledge.

REQUIRED EXPERIENCE

- A Bachelor's in mechanical/electrical engineering or related field; or equivalent knowledge and experience.
- A minimum of 3-5 years technical support experience in the Life Science field, ideally in capital equipment.
- Self-directed with strong initiative achievements.
- Strong understanding of multi-cultural communication styles.
- Experiences in a fast-paced and dynamic environment including flexibility around schedule and function.
- Experience in Quality Control (QMS) Environments and servicing laboratory instrumentation.
- Knowledge of CRM tools (SAP, Zendesk) is a plus.
- Knowledge of genomics technologies (PCR, qPCR, dPCR, NGS) is a plus.



JOB LOCATION

The primary location for this job will be at Stilla's Headquarter in Villejuif (close to Paris) France.

Must have a valid driver's license.

Permanent position.

Frequent Travels: Assigned area is France and occasionally travels in European Countries- up to 50% of the time.

DEPARTMENT

You will be a member of the Commercial Operations Europe & Asia Team at Stilla and you will report directly to the Technical Support Manager.

POSITION TYPE

Entry level Field Service Engineer Position.

SALARY

Depending on experience.

Compensation and benefits in accordance with Company policy.

ABOUT OUR ORGANIZATION

Stilla Technologies is an innovative Biotechnology company specializing in developing tools for high precision genetic analysis. Using a breakthrough microfluidic approach, Stilla has developed a novel digital PCR process called Crystal™ Digital PCR. This process is implemented in Stilla's Naica™ system, which enables fast, robust, and user-friendly digital PCR and comes equipped with a unique three-color multiplexing capacity. For more information on Stilla Technologies, please visit www.stillatechnologies.com

Stilla's talented and multidisciplinary teams share a passion for building successful Life Science products based on deep technological innovations. We are pursuing a huge potential market and aim to become the new leader in the exciting field of precision genetic analysis. Join us!

Please apply by sending your resume and cover letter to jobs@stilla.fr

All qualified applicants will receive equal consideration for employment without regard to race, sex, color, religion, sexual orientation, gender identity, national origin, protected veteran status, disability or any other classification protected by law.