

Mobidiag is a fast-growing molecular diagnostics company with complementary platform technologies that can meet the differing diagnostic needs for customers in multiple healthcare settings. Mobidiag's highly versatile product offering enables the broad application of molecular diagnostics to address the global challenge of antimicrobial resistance and other unmet diagnostic needs. Mobidiag's initial focus has been on gastrointestinal diseases and superbugs, and it is rapidly building a leading position in European markets. Mobidiag has roughly 130 people in four countries and is headquartered in Espoo, Finland, with subsidiaries in France, UK and Sweden.

We are currently looking for an enthusiastic **FIELD SERVICE ENGINEER** to join our Commercial Operations team in Finland. In this position you will be responsible for identifying and resolving technical issues on a variety of instruments. You will establish and maintain an excellent level of customer satisfaction with Mobidiag's products, support and service by ensuring exceptional customer support activities, with a special focus on preventative and corrective maintenance of instruments.

Your key responsibilities are the following:

- Provide onsite installation, maintenance, upgrades, repair and planned maintenance service of instruments manufactured, sold or represented by Mobidiag
- Perform maintenance, troubleshooting and repair of instruments used in the production lines of Mobidiag
- Provide customers, distributors and service partners with remote troubleshooting and repair support
- Provide sales team with technical support (after sales, exhibitions, etc.)
- Document field service activities according to applicable documentation standards
- Maintain spare part stock and administrative records as well as registers of installed instruments and calibrated measurement devices

Ideally, you should have:

- Bachelor's degree in engineering, chemistry, electronics or related field, or a combination of equivalent work experience and knowledge
- Minimum of 5 years of hands on technical experience installing, troubleshooting, and repairing instruments, preferably in field service operations
- Experience in a clinical, diagnostics and/or other regulated environment is seen as an advantage
- Willingness to travel; you will spend up to 60 – 80 % of your working time visiting customer sites mainly in Europe, but occasionally also overseas
- Ability to partner effectively with customers at all levels of an organization
- Demonstrated troubleshooting, analytical and planning/organizing skills with the ability to handle multiple tasks with different priorities – also under occasional heavy pressure
- Excellent interpersonal communication skills; must have a professional working proficiency in Finnish and English

We offer you:

- **A unique possibility to join a fast-growing company and grow with us** – working in a growing company will get you involved in full spectrum of challenges and possibilities to expand your expertise
- **Having fun** – your future team members are enthusiastic, energetic and talented
- **Opportunities to learn continuously** – we believe in investing in our employees and ensuring their knowhow is top notch
- **Balance between work and leisure time** – we appreciate you when you're not working too, and want to ensure you can recharge and have fulfilled leisure time before going back to saving the world
- **Ongoing company meetings and events** – we believe that having all the people together for couple of days outside the office brings added value for both the company and the employees

If you have any questions, please contact Field Service Manager Jarkko Tervaniemi by email jarkko.tervaniemi@mobidiag.com or by phone +358 40 482 5571. If you already made your decision, please send your CV and application to HR Manager Hanna Osara at hanna.osara@mobidiag.com by March 29th. Use "Field Service Engineer" in the subject line.