

## JOB OPPORTUNITY

### Position Title: Service Engineer (Full-Time)

#### Job Description:

PBS Biotech, Inc. is a fast-growing private company based in Camarillo, CA that manufactures and sells the most advanced single-use bioreactors for the biopharmaceutical market. We are seeking a highly-motivated Service Engineer to be a technical interface to our global client base. The ideal candidate should be able to work and thrive in a fast-paced, collaborative environment while providing comprehensive level of field service on PBS bioreactors, primarily in the Northeastern U.S. but with opportunities domestically in other regions as well as internationally.

#### Roles and Responsibilities:

- Coordinate and perform high-quality field service work on PBS bioreactor products, including but not limited to the following services:
  - Product installation
  - Preventative maintenance
  - Product repair
  - Hardware and software upgrades
- Complete required service documentation in a GDocP-compliant manner, to review with clients and archive in a timely manner.
- Revise and update field service procedures as applicable.
- Work within the Service Department to help expand the content of the field service procedures.
- Proactively communicate recurring field issues to the Engineering department to feed back into product improvement.

#### Requirements:

- Bachelor's degree in Mechanical Engineering, Electrical Engineering or related technical field.
- Positive attitude and superb interpersonal skills, including ability to build quick rapport with customers.
- Excellent written and verbal communication skills.
- Ability to work individually with minimal supervision and collaboratively within a multi-functional team.
- Willingness to travel up to 2 weeks per month, mostly in the Northeastern U.S. but other regions in the US/ globally as needed.
- 2+ years of industry work experience in field service on electromechanical devices/ products.
- Familiarity with bioreactor products and biopharmaceutical industry would be a plus.

#### Compensation:

- A qualified candidate will be eligible for compensation package with competitive salary, benefits for health insurance, retirement plan, vacation, and stock options according to the company's policy.
- Work location is in New England/ Mid-Atlantic region, with initial training in Camarillo, CA.