

JOB DESCRIPTION

Company:	PBS Biotech, Inc.
Department:	<u>Applications Engineering</u>
Position/Title:	<u>Service Engineer</u>
Location:	Boston, MA
Reporting To:	Head of Applications Engineering
FLSA Status:	Exempt

GENERAL PURPOSE

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.

RESPONSIBILITIES

Essential functions of the job are listed below. Other responsibilities may also be assigned. Please note that the essential functions may vary depending on department size, organizational structure and/or geographic location. Reasonable accommodations may be made to allow differently-abled individuals to perform the essential functions of the job.

Primary 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.

MINIMUM QUALIFICATIONS

The following are the minimum qualifications that an individual needs in order to successfully perform the duties and responsibilities of this position. Please note that the minimum qualifications may vary based upon the department size and/or geographic location.

Knowledge/ Experience

- **Bachelor's degree in Mechanical Engineering, Electrical Engineering, or related technical field.**
- **2+ years of industry work experience in field service on electromechanical devices/ products.**
- **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.**
- **Familiarity with bioreactor products and biopharmaceutical industry would be a plus.**

Skills/ Abilities Pertinent to This Position

- Positive attitude and superb interpersonal skills, with ability to build quick rapport with new people.
- Excellent written and verbal communication skills in English. Ability to write service reports accurately and legibly.
- Willingness and ability to travel domestically and internationally, up to 2 weeks per month.
- Ability to work individually with minimal supervision and collaboratively within a multi-functional team.

PHYSICAL DEMANDS

In general, the following physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to allow differently-abled individuals to perform the essential functions of the job.

Must be able to see, hear, speak and write clearly in order to communicate with employees and/or vendors; manual dexterity required for occasional reaching and lifting of small objects, and operating manufacturing equipment. Must be able to lift various weights as needed to meet job requirements.

WORK ENVIRONMENT

In general, the following conditions of the work environment are representative of those that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to allow differently-abled individuals to perform the essential functions of the job within the environment.

Occasionally exposed to moving mechanical parts, fumes, machine lubricants, airborne particles, vibration, and risk of electrical shock, high noise while in the manufacturing plant. Personal protective equipment (vision and hearing) used in plant. Exposed to heat, humidity conditions during warm weather months.