

**JOB DESCRIPTION: Service Engineer**

The role involves providing **installation, preventive maintenance, and technical support** for high-performance laboratory instruments in the life sciences and research sector.

**Key Responsibilities:**

- Perform installation, IQ/OQ validation, preventive maintenance, and breakdown support for Multimode Microplate readers, imaging systems & Plate Washers.
- Conduct full instrument diagnostics and corrective actions to ensure minimal downtime.
- Provide basic support for software's, including installation, user training, and coordination for validations.
- Prepare and maintain service reports, visit documentation, and maintenance proposals.
- Coordinate with the service team and sales for service revenue generation through AMC/CMC renewals, out-of-warranty repairs, and validation services.
- Ensure timely communication and high service satisfaction for customers in academic, industrial, and regulated environments.

**Qualifications:**

Diploma / B.E. / B.Tech in Electronics, Biomedical, Instrumentation, or related disciplines.

2–4 years of experience in servicing instruments, ideally including multimode plate readers and high-content imaging systems.

Familiarity with 21 CFR Part 11 and GxP documentation is preferred.

Good analytical, communication, and customer-handling skills.

Willingness to travel to customer sites across assigned regions.

**Preferred Experience With:**

Microplate readers, ELISA Readers, Optical systems, Spectrophotometers & imaging systems.