

## Role Profile

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**Role Title:** Manufacturing Services Technician

**Reports to:** Technical Services and Support Manager

**Position Location:** Windsor, WI

### Overall

**Responsibilities:** Provides maintenance support for production through troubleshooting, diagnosing issues, correcting them and handling basic repairs as necessary.

### Specific Accountabilities:

- Conducts instrument maintenance & troubleshooting
  - Optics
  - Fluidics
  - Electronics
- Conduct corrective level 1 maintenance of a proprietary biotechnology instrument including fluidic chip cleaning, troubleshooting, subassembly repair of fluidics, stages, and electronics as needed
- Maintain program for preventative maintenance (PM) and calibration of all laboratory equipment
- Fluidic component IQC as needed
- Conduct optical instrument repair as needed including receiving ongoing training of optics technology and troubleshooting.
- Assist in the assembly and packaging of instrument subassemblies
- Support R+D/QA projects as needed
- Provide timely reporting of issues to supervisor in accordance to standard procedures and work instructions, priority feedback to supervisor regarding health and safety issues is required
- Provide timely feedback to Production personnel of issues and resolution
- CMMS(Hippo) compliance
- Occasional overtime required
- Additional duties may be required

### Qualifications and Experience:

- Post-High School education in a technical, production or laboratory trade program preferred.
- Experience in customer service, laboratory or equivalent production environment highly preferred.
- Excellent manual dexterity.
- Strong attention to detail and respect for quality assurance.

**Equal Employment Opportunity:**

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