



Role Profile

Role Title: Field Service Engineer

Reports to: Technical Services Manager

Position Location: Intelligen Wauaukee

Pay Grade:

Exemption Status: Non-Exempt

Overall

Responsibilities: Provides support for Intelligen Technology in manufacturing, deployment and support at production sites worldwide.

This Waunakee, Wisconsin based position is an opportunity for the candidate to support leading proprietary technology and processes used in bovine semen production. The position will require up to 50% travel worldwide supporting our laboratories and support of final testing of processing equipment manufactured at our Waunakee, WI site.

Specific Accountabilities:

- Develop and maintain full mastery of proprietary instrument/lab processes.
- Conduct a variety of RCA process, troubleshooting and documentation in accordance with policies.
- Perform final assembly and testing of proprietary instrumentation prior to deployment.
- Provide remote and on-site support as required.
- Promotes customer satisfaction through problem solving, clear and effective communications, professional appearance, and efficient repair/maintenance activities.
- Responsible for special projects assigned by the Manager
- Assist with instrument deployments including onsite travel as required.
- Assist with the Relentless Improvement process.
- Assist with new product introduction as required. This may include working with R+D and purchasing on final product design and requirements.
- Other duties as assigned.
- Up to 50% Travel required supporting sites.

Qualifications

- Associate Degree in Electronics or Engineering or comparable experience in electronics or other engineering field.
- Experience with laser based instruments or flow cytometry highly preferred.
- Experience in customer service, laboratory or equivalent production environment highly preferred.
- Excellent manual dexterity.
- Strong attention to detail and respect for quality assurance, SOPs and safety.

Capabilities and Behaviors:

- Lives and displays the Genus ABS Values and behaviors at all times in their day to day ways of working.
- Maintain professional verbal and written communications with co-workers, internal and external customers, and vendors at all times.
- Be flexible with respect to job responsibilities and consistently strive to be an effective team member.
- Strive to advance your skills and display a willingness to accept future development.
- Actively participate in Company training opportunities to further develop skills applicable to the department.
- Gain a thorough understanding of the Company’s business and the department’s role within the company.
- Ability to work independently without direct supervision.

WORKING CONDITIONS:

Employees in this position are, or can be, exposed to the following:

Exposure to:	None	Some	Frequent	Very Frequent
Toxic/Caustic Chemicals		X		
Extreme Conditions (Hot or Cold)	X			
Dust/Fumes/Gases (including asbestos)	X			
Moving Mechanical Parts		X		
Potential Electric Shock	X			
High Pitched Noises	X			
Needles or Other Sharp Objects	X			
Blood or Body Fluid	X			
Communicable Diseases	X			
Unprotected Heights	X			
CRT (Computer) monitor/equipment			X	
Frequent, Repetitive Motions		X		
Confined Spaces	X			

PHYSICAL CONDITIONS:

Employees in this position are, or can be, required to possess the following physical capabilities.

Capabilities:	None	Some	Frequent	Very Frequent
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Lifting, carrying, pushing and/or pulling up to 40 lbs		X		
Stooping, kneeling and/or crouching daily		X		
Standing or walking more than 4 hours a day			X	
Sitting more than 4 hours a day			X	
Reaching, grasping, fingering and/or feeling more than 2 hours a day		X		
Visual acuity in order to correctly distinguish Near Acuity, Far Acuity, Full field of vision, distinguishing colors & depth perception				X
Audio acuity to discern sounds made by various types of machinery or equipment that would indicate dangerous or improper operation			X	

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Signatures

Manager _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

Date Approved:
Date Reviewed: