

Position : Service Engineer

Location : Heerlen, NL

About Phenospex

We at Phenospex provide solutions for the industrial crop market which contribute to a world in which agriculture is done more efficiently and reduces the impact of food production on our planet. Therefore, we develop and provide a 3D sensor and analytics software specifically designed to assess and analyse crops and thus get more information on the needs and developments of plants, to make more efficient use of the planet's limited resources (e.g. water). Our products are used in different applications, such as disease and chemical screening, crop monitoring, QC of seeds and automated harvesting. Founded in 2011, we are a very committed international team of 30 people currently, who enjoy working with high-tech equipment and a combination of different technologies – from computer vision to plant physics – in an informal and easy going culture with lots of room for fun and humour.

Working as a Service Engineer at Phenospex

You play a key role in our ambitious Sales & Service team: after an intensive in-house training you will be responsible for the successful installation of our products at the customer's site, including training, and for providing after-sales technical customer support. You will take full responsibility for customer satisfaction regarding the delivery of our products in the assigned territories (Southwest Europe, South America and APAC) and by troubleshooting, resolving technical inquiries, performing repairs and maintenance activities. Close cooperation with our Sales team will ensure that you contribute to ramping up our business. In more detail, you will:

- install and mount the Phenospex plant measurement systems as per procedure and perform quality control checks to ensure correct functioning and customer satisfaction
- provide support and training to the customer on the application of the automation technologies and user interfaces
- regularly interface with technical staff, such as Project Managers and Engineers, both at Phenospex and at the customer's site to ensure that installation requirements on site are met in time before the installation
- deliver troubleshooting and diagnostic support services to ensure that all products and services function properly and resolve technical support inquiries directly
- inform customers on preventive maintenance and complete maintenance of the systems as required
- provide the CCO with a detailed installation report upon project completion
- plan service assignments in assigned territories independently and combine trips to different service sites wisely
- provide support during trade shows
- work in close collaboration with the Sales & Service team
- provide training to relevant groups at Phenospex
- log and keep records of all incoming issues and findings in the CRM system and internal database
- analyze logs to spot common trends and underlying problems
- support the operations team with performing a variety of production development and repair/refurbishment work
- complete special assignments as requested
- maintain a safe and healthy work environment by following and complying with all health and safety policies, procedures and legislation in the workshop and on site

What you should bring to the table

- a technical degree (e.g. mechanical/electrical engineering or qualified IT specialist)
- excellent bash scripting skills (Linux Debian)
- excellent knowledge of network management / troubleshooting
- proficient English – verbal and written
- a hands-on mentality
- strong communication, customer orientation and organizational skills
- structural thinking / mindset, multitasking ability
- a passion for challenges and troubleshooting
- flexibility to travel on short notice and for longer periods of time worldwide (up to 50% of time)
- a valid EU work permit and driver's license

The following would be a plus:

- a degree in Biotechnology / Bioinformatics Engineering with focus on plants or a degree in plant physiology with strong interest in technology
- previous experience in a technical customer support role, with automation systems, PLC Programming, data analysis (R) and installation of low voltage equipment as per NEN3140
- previous exposure to phenotyping equipment and/or software

What we offer

- an inspiring working environment in a highly motivated international team
- an exciting technology
- team events and flexible working hours
- coffee, tea, fruit, sweets, table soccer and more fun stuff
- participation and lots of room for personal growth

Did we pique your interest? We look forward to receiving your application via e-mail to our HR Manager - Alexandra Müller a.mueller@phenospex.com