

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 26 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 and will be responsible for providing after-sales technical support to our customers. After delivery of our products to the customer's site you will take full responsibility for customer satisfaction in the assigned territories. This starts with performing the actual installation as per procedure and training at the customer's site and is followed by troubleshooting, performing repairs, maintenance activities and installing upgrades to our system. You will cooperate closely with our Sales team and thus contribute to ramping up our business. In more detail, you will:

- install and mount the Phenospex plant measurement systems 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 degree in Biotechnology or Bioinformatics Engineering with focus on plants **or** a degree in Plant Physiology with a strong interest in technology
- a passion for working with your hands along with excellent technical and mechanical skills
- familiarity with the Linux operating system and commands (Debian)
- a strong customer focus mentality and passion for challenges and troubleshooting
- strong communication skills and good verbal and written English; any other language is beneficial.
- excellent organizational skills
- flexibility to travel on short notice and for longer periods of time worldwide (roughly 50% of time)
- a valid EU work permit and driver's license

Bonus points for previous experience

- in a technical customer support role
- with data analysis tasks
- with electrical engineering
- with automation systems, PLC programming (S7/Logo) or even phenotyping equipment and/or software
- and/or knowledge about the physiology of plants

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