

FREELANCE SERVICE ENGINEER - REMOTE

About Phenospex

Passionate to make agriculture more sustainable, Phenospex was founded in 2011. We believe that digitalization will be the major driver in this process. That's why we develop cutting edge sensor- and software solutions that capture crop data and translate it into actionable information. We are a leading and multidisciplinary team that works at the intersection of technology, plant biology and agriculture and we empower seed- and crop protection companies and indoor farms around the world in transforming their phenotyping processes into digital, agile and efficient development pipelines.

Be part of Phenospex and amplify the impact of millions of people and accelerate the transition towards sustainable agriculture.

Your mission:

You play a key role in our ambitious Sales & Service team: after an intensive personal onboarding program at our headquarter in Heerlen, The Netherlands, you will be responsible for providing after-sales technical support to our customers in the assigned territories in the US. This includes the successful installation, troubleshooting, problem resolution, training and maintenance of our digital phenotyping systems at the customer's site. You will respond to questions regarding operation and malfunctions, advise on preventive maintenance and configuration adjustments and help to satisfy the customers.

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 on-site
- provide support and training to the customer on the operation 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 Phenospex Sales & Service team
- provide internal technical training on request (e.g. to the Sales team)
- log and keep records of all incoming issues and findings in the CRM system and internal database
- analyse customer feedback to spot common trends and underlying problems and document findings in feedback channels (ticket system, bug report, idea funnel, etc....)
- complete special assignments as requested
- maintain a safe and healthy work environment
- operate in line with our company [values](#)

Your profile:

You are able to analyse complex technical problems, identify root causes and develop effective solutions. You focus on the customers because you love to meet their needs and are energized by the challenge of solving technical problems effectively, sometimes within tight deadlines. You communicate well in English to explain technical issues. You love to travel and are able to adapt to changing environments and handle unexpected situations that may arise during the course of your work.

What we hope you'll bring:

- Bachelor's degree in Biotechnology or Bioinformatics Engineering with focus on plants

or

- Bachelor's degree in Plant Physiology with a strong interest in technology
- hands-on and technical skills (e.g. mechanical/electrical engineering, network management/troubleshooting)
- experience with Linux operating system and commands (Debian)
- strong customer focus mentality and passion for challenges and troubleshooting
- strong communication and organizational skills
- flexibility to travel on short notice and for longer periods of time worldwide (roughly 50% of the time)
- valid work permit and driver's license for the US

Even better if you have:

- previous experience in a technical customer support role
- basic programming and data analysis skills
- Electrical / Mechanical Engineering certificate
- experience with automation systems, PLC Programming (S7/Logo)
- previous exposure to phenotyping equipment and/or software

Why choose us?

- **Purpose:** You have the opportunity to work in a mission-driven team that makes a positive impact on the planet with an innovative and exciting digital phenotyping technology
- **Culture:** We have an open and informal culture, offering you a lot of freedom and responsibility.
- **People:** You will be inspired by a great group of ambitious international people: we dream big together, respect and collaborate with each other.
- **Fun:** You will visit our team at least once per year to join in some fun stuff as well as our year-end annual party.
- **Hours:** A full time (5 days per week/40 hours) role. This is a remote role and your working hours are flexible.
- **Compensation:** We use established benchmarking to ensure fair and competitive compensation packages, incl. a variable pay based on the achievement of goals.
- **Learning:** we believe in continuous learning and help each other pro-actively with becoming better at what we do.
- **Top tools:** a new laptop (Mac or Windows - your choice!), noise-cancelling headset and mobile phone. We work in G-Suite and have 2nd screens in the office.

Are you intrigued by this? Then please check out our company website www.phenospex.com/careers/ and apply to our HR Manager Alexandra Müller via e-mail or phone: a.mueller@phenospex.com / +31 6 1536 1589