



# Technical Support Engineer - Incucyte Instrument (x|f|m) – Remote

We are looking for a Technical Support Engineer for our BioAnalytics Services department at Sartorius. In this role, you will be responsible for supporting our customers across EMEA for the Incucyte product line, the market leader in live - cell analysis, whilst working closely with the 10 people Service team, as well as the Sales team and Field Application Scientists.

This position is available full-time, and it is a home office-based position (Position doesn't require travel to customer sites). Multiple locations within UK or Europe are available.

### Grow with us – Your Responsibilities

- You will perform technical problem solving and give guidance on issues related to products (hardware, software, IT and others) working with company resources and escalating issues as needed
- You will communicate with customers using phone, email, MS Teams, remote sessions, and other means needed, handle customer quality complaints and liaise with the quality department
- You will create and manage customer cases in the Customer Relationship Management (CRM) database with relevant information and activities
- You will establish and maintain strong technical knowledge of products and take part in product training
- You will contribute to content creation for online technical support, including creating new and maintaining existing knowledge base articles
- You will provide feedback and voice of customers to the internal teams to assist with improvement to and future development of products
- You will interact with cross functional teams and provide support to business as needed

### What will convince us

- You have completed a degree or equivalent in Mechanical/Electrical Engineering or related field
- Experience as an engineer or a technical specialist in a technical support, field service, development, manufacturing, or machine control role covering life science equipment
- Experience with Incucyte for live cell analysis or other systems would be ideal, however training will be provided
- Familiarity with IT knowledge with proven software skills and general computer knowledge.
- Sound troubleshooting skills especially with experiences in analysing complex problems and troubleshooting product issues.
- Strong customer facing skills, effective communication, organisational and interpersonal skills
- Ability to effectively interact and collaborate with cross functional groups to drive success
- Fluent in English

### What we offer

- **Personal and Professional Development:** Mentoring, leadership programs, Talent Talks, LinkedIn Learning, internal seminar offerings, coaching for managers
- **Work life balance:** Remote options, flextime, flexible work schedules, sabbaticals
- **Welcoming Culture:** Mutual support, teamspirit and international collaboration; communities on numerous topics, such as coaching, agile working and business women network

We are looking forward to your application.

[www.sartorius.com/careers](http://www.sartorius.com/careers)