Product Support Engineer – 2 positions – USA (Connecticut/North Carolina)

To support the ongoing success of our new Dragonfly high speed confocal imaging platform, we are recruiting two Product Support Engineers to work within our service engineering team. One will be based in our Connecticut or Massachusetts facilities and the other in our RTP, North Carolina office.

These roles are for customer facing, technically capable, solution-driven individuals, who will enjoy travel and problem-solving. The roles will involve instrument installations, customer training, remote support, issue diagnosis and field sustaining activity mainly for life science customers.  
  
Andor offers a competitive salary, comprehensive benefits, a highly motivated team environment and the chance to contribute to scientific discovery through ongoing optimization of our leading edge products.   
There are ample opportunities for professional development through education and experience and career advancement throughout the Oxford Instruments group.  
  
Key duties:  
·Install and provide continuing support of Dragonfly systems across the relevant geography.  
·Work within the Global Support Team to prioritize incoming support requests.  
·Provide support for legacy products, with appropriate support from within the team.  
·Document problems, solutions and provide feedback to Product Management and Development.  
·Maintain good relations with a wide range of customers and escalate issues as needed to team lead.  
  
Key Qualities and Experience:  
·3-5 years’ experience in a technical or scientific role.  
·A strong aptitude for technical hands-on problem solving.  
·Capacity to learn new ideas and concepts and to communicate and train others.  
·Strong personal organization and capacity to document and manage multiple tasks.  
·A desire to learn, improve and excel in your career.  
  
Contact:  
If this sounds like a career move that could suit you, please submit   
your Resume and covering letter to the following. [careers@oxinst.com](mailto:careers@oxinst.com) or   
call (USA only) 800-447-4717 x400