

Job 20180911#2 description:

**Position Title: MGI Field Service Engineer**

**Report to: Regional Service and Support Manager**

**Location: Australia**

[MGI](#), the instrument manufacturing subsidiary under BGI, is hiring Field Service Engineer in Australia. MGI is committed to enabling effective and affordable healthcare solutions for all. Based on its proprietary DNB Seq™ technology, MGI's multi-omics platforms include genetic sequencing, mass spectrometry and medical imaging. MGI has more than 800 employees worldwide and strives to be a leading innovator in life science technologies.

Job Scope: Provide installation, basic operational training and repair services within an assigned area to assure continuity of customer operations and high levels of customer satisfaction.

Responsibilities:

- Field Service Engineer focused on MGI NGS sequencing instrumentation as well as its affiliated equipment and assays.
- Execute on-site installations, instrument validation, maintenance and general customer training.
- Troubleshoot issues related to customer sequencing run, data processing, software and instruments. Perform preliminary on-site failure analysis to identify root cause and feedback to corresponding company department or personnel.
- Identify customer requests or complaint, escalate issues if necessary to solve critical tasks in the fastest way possible.
- Proactively share experience, knowledge and skills to peers and help to build an organization with strong professionalism. Coach and mentor new hires as needed.
- Developing and maintaining positive relationships with customers in assigned territory.
- Providing strategic and competitive customer feedback to marketing and product teams. Assist sales efforts through technical presentations and demonstrations If needed.

Education/Experience:

- Professional background in Electronics/Biochemistry/Engineering or related subjects.
- 3+ years prior work experience in servicing biomedical equipment, preferred molecular biological or equivalent instrumentation with high complexity.
- Prior knowledge and experience on Genetics, Molecular Biology or Bioinformatics preferred.
- Prior experience with IVD or equivalent regulations is preferred.
- Outstanding problem solving and interpersonal skills.
- PC and networking skills.
- Willingness to travel mainly within the appointed region frequently. For training or occasional special calls, international traveling including China is required.
- Good English skills, both verbal and written.

To submit an application for this role, all applicants must supply the following documents: Cover letter, Resume and a Statement to address the required skills listed above to [bgi-australia@genomics.cn](mailto:bgi-australia@genomics.cn). You must have the legal right to work in Australia to apply for this job.