



Job 20201016#1 description:

**Position Title: Field Service Engineer-MGI**

**Location: Brisbane**

[MGI](#), a member of BGI Group specialised in life science technologies, is hiring Field Service Engineer in Australia. MGI is committed to enabling effective and affordable healthcare solutions for all.

Job Scope: Providing 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 focuses on MGI NGS sequencing instrumentation as well as its affiliated equipment and assays;
- Executes on-site installations, instrument validation, maintenance and general customer training;
- Troubleshoots issues related to customer sequencing run, data processing, software and instruments. Performs preliminary on-site failure analysis to identify root cause and feedback to corresponding company department or personnel;
- Identifies customer requests or complaint, escalate issues if necessary to solve critical tasks in the fastest way possible;
- Proactively shares experience, knowledge and skills to peers and helps to build an organisation with strong professionalism; Coaches and mentors new hires as needed;
- Contributes to developing and maintaining positive relationships with customers in the assigned territory;
- Provides strategic and competitive customer feedback for the marketing and product teams. Assists with 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 network skills;
- Willingness to travel mainly within the appointed region frequently. For training or occasional special calls, international traveling including China is required;
- Good communication skills, both verbal and written.

All applicants are assured confidentiality and only shortlisted applications will be contacted. To submit an application for this role, all applicants must supply the following documents: a Cover letter to address the selection criteria listed above and your Resume to [MGI\\_Australia@mgi-tech.com](mailto:MGI_Australia@mgi-tech.com). You must have the legal right to work in Australia to apply for this job.