



## Field Service Engineer

Tornado Spectral Systems is revolutionizing the chemical analysis instrumentation business. Bolstered by its patented HTVS technology, Tornado's flagship HyperFlux PRO Plus Raman analyzer delivers unprecedented measurement precision critical for real-time manufacturing process control. Working at Tornado means that you will be surrounded by colleagues who are committed to ambitious goals and love being challenged by problems other companies cannot solve. ***If this sounds like the type of high-performance environment in which you thrive, we want to hear from you.***

We are currently looking for an experienced Field Service Engineer to join our team. The person will be responsible for the installation of our Raman Analyzers across Europe and North America. The position will work closely with our manufacturing team and customer service group. The position reports to the VP, Sales & Marketing.

### Principal Duties and Responsibilities:

- ❖ Troubleshooting instrument failures and affecting repairs
- ❖ Conducting on-site or in-house repairs on our equipment
- ❖ Conducting on-site and remote customer training
- ❖ Modifying equipment to meet safety regulations
- ❖ Validation of installation as to customers specifications
- ❖ Installation and configuration of Raman Analyzers equipment/hardware
- ❖ Promote knowledge sharing across product-development teams
- ❖ Ensure a culture of design excellence, maturity, quality, collaboration, planning, and responsiveness in the software engineering team



### Required Knowledge, Skill & Abilities:

- ❖ Position require Covid-19 vaccination and/or routine testing, per client discretion
- ❖ Strong people management skills and an excellent Customer minded attitude
- ❖ Ability to work independently diagnosing and troubleshoot with service manuals and other technical documentation
- ❖ Ability to consistently follow business procedures and meet performance metrics
- ❖ Knowledge of scientific instrumentation, preferably with field service experience, experience with spectroscopy instrumentation is an asset
- ❖ Knowledge of electronics and software with the ability to troubleshoot
- ❖ Some experience or knowledge of Chromatography, or Raman Spectrometry instruments would be a great start
- ❖ Basic bench chemistry experience preferred
- ❖ Ability to lift 50 lbs with assistance, and carry 25-30 lbs continuously throughout the day
- ❖ Must adhere to customer environments and wear appropriate PPE attire as required
- ❖ Ability to prioritize and multi-task while adapting in a fast-paced work environment
- ❖ Ability to drive frequently within territory and travel overnight if required
- ❖ Must have a valid driver's license and a safe driving record

### Education and Experience:

- ❖ B.S. Degree in Engineering or related discipline or College diploma with required experience
- ❖ Preferred a minimum of three (3) years of field service experience in a maintenance or installation field activities organization, preferably in the Instrumentation industry
- ❖ Accomplished problem solver; able to decide from various options
- ❖ Ability to communicate clearly and concisely with teammates and management

***While we appreciate all candidates, who express interest only those selected for an interview will be contacted.***

### COVID-19 considerations:

The company has instituted COVID-19 Health and Safety guidelines to meet federal and provincial standards to ensure a clean and healthy workplace.