

## Job Offer #20220414- Service Engineer – U.S. Mountain Region

XENOCS is a rapidly growing multinational company and a global leader in SAXS instrumentation.

We are now seeking a full-time service engineer to maintain, service and support our growing installed base of X-ray analytical instrumentation in the western US. In close cooperation with our regional office in Santa Barbara and our support and production teams at the US headquarters in, Massachusetts, you will primarily be taking care of academic and industrial installations within the pacific and mountain west. Occasionally, there will also be opportunities for travel abroad.

Given the independence and flexibility of the job, you can be stationed in your favorite location, ideally close to one of the western air travel hubs. As a fully integrated, but locally based, employee of Xenocs Inc. you would be fully eligible for the generous health-care plans and play an important role among a diverse group of high-performance individuals, driven towards excellence in instrumentation, application, and customer support.

### Responsibilities and Duties

As a part of your work, you will be expected to:

- Perform real time remote support in response to customer requests for technical assistance
- Perform on-site maintenance, service, installation, and basic operations training on old and new equipment.
- Coordinate and plan activities in collaboration with US and international support teams.
- Further roles will be available to provide the best possible fit to your skills and experience.

### Candidate Profile

- Nationality: US-Citizen, no exceptions. Qualified to work in all of the US.
- Education: M.Sc. in engineering or similar, OR considerable experience with similar instrumentation.
- Ability/Desire to travel 50-70% of the time
- Experience:
  - 2 years as Service Technician/Engineer
  - Prior jobs with large degree of independence
  - Experience with Scientific equipment a plus
- Great mechanical and electronic troubleshooting skills
- Comfortable with most aspects of computer interfaces and configuration

### Personal characteristics

- You can work independently and systematically
- You are structured and solid planner



- You have good communication and social skills, collaborating and interface easily with customers

Xenocs Inc. encourages interested persons with the existing right to work in the US to contact us for further information: [jobs.us@xenocs.com](mailto:jobs.us@xenocs.com) All inquiries will be treated confidentially.