

Requisition : 2011703
Job Title : Technical Support Engineer - GC/MS

Description:

This challenging opportunity for a Technical Support Engineer is located at our Wilmington, DE facility. The primary function is to provide technical support for GC or Mass Spectrometry analytical hardware, software or systems to Agilent world wide field service organizations. Facilitates close communication between the manufacturing entity and service organizations to maximize sales and customer satisfaction.

PRINCIPLE DUTIES AND RESPONSIBILITIES:

1. Provides timely and effective hardware/software support via telephone, electronic or written correspondence.
2. Develops worldwide Field Service Engineer documentation such as Service Notes and News Letter articles when necessary.
3. Updates and teaches training courses. Provides training documentation that meets corporate standards.
4. Keeps service documentation and manuals up to date for assigned products utilizing process documented in the LPN (Local Process Notebook).
5. Provides awareness of problems and their severity to appropriate functional areas, such as R&D, Production Engineering and manufacturing personnel through analysis of call records, warranty data and/ or problem tracking systems, such as the escalation process and software defect tracking. Communicates problem status and solutions to the field service organization.
6. Develops effective action plans with escalation personnel to resolve escalations. Acts as site focal point for technical communication about escalations on assigned products. Keeps current with information about escalations. Shows initiative, uses good judgment and works with site resources to define the cause of a problem.
7. Maintains service related parts on the Agilent systems.
8. Maintains scheduled service scope of work documents including site preparation, installation, familiarization and maintenance when necessary.
9. Utilizes process planning and measurement techniques for the purpose of continual process improvement.
10. Creates discontinuance plans for hardware/software and systems that cover the phases after active manufacturing, including support life and obsolescence.
11. Maintains appropriate Agilent and CAG business system information and fields such as import/export classifications, repair parts.

Agilent Technologies is a global, diversified technology company, with 20,000 people focused on creating instruments for the communications, electronics and life sciences industries.

Our Little Falls, (Wilmington), Delaware site, is located midway between Baltimore and Philadelphia; just 2 hours drive north to New York City or south to Washington, DC. There, we have 800 people inventing, designing, building and marketing products that dominate the market for chemical analysis. Our products are frequently behind the headlines in the news, from environmental regulations to new drug discoveries to Homeland Security.

Qualifications :

Position requires a Bachelors Degree or equivalent and a minimum of 4 years relevant experience providing troubleshooting, routine preventative maintenance, qualifications and verification services for Gas Chromatographs, Mass Spectrometers, and Chemstation Software.

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : <http://www.agilent.apply2jobs.com/?FuseAction=mExternal.showLogin&rid=2011703&sid=99>

Requisition : 2011602

Job Title : Field Service /Call Center Engineer - GC/LC/MS products - San Juan, Puerto Rico

Description:

In this role you will provide both Field Service support and Call Center phone support in Puerto Rico. As the Field Technical Support Representative for a high tech growth business serving the Life Sciences markets, your responsibilities will include: installs and supports Agilent standard analytical instruments (LC/GC/MS) products for customers, on-site. Provides service in accordance to a maintenance contract, which may involve a managed service arrangement. May calibrate equipment on-site for large volume customers.

Job focus will be on customer satisfaction by providing customers with high quality services. Other responsibilities include adherence to environmental health and safety guidelines, managing parts, coordinating resources, training, organization, providing feedback to manufacturing divisions, working with sales forces, and maintaining up to date technical knowledge for assigned products.

As a Call Center Support Engineer you will be assigned to cover our Puerto Rican customers requesting hardware and software support on our Agilent Gas Chromatography /Liquid Chromatography (GC/LC/MS) Products and Solutions.

Key responsibilities include:

Using your knowledge/expertise to deliver quality and timely responses to our customer requests for technical assistance of GC/LC/MS Products and Solutions.

Assisting in providing additional sales support for the GC/LC/MS. Products and Solutions through partnerships with the field engineers, internal system engineers and division personnel.

Providing phone support in problem solving and technical support for our customers.

Typical LSCA products include Liquid Chromatographs, Gas Chromatographs, Mass Spectrometers, UV/VIS Spectrophotometers and Data Systems.

Saving lives may sound dramatic, but that's the business we're in. Life Sciences and Chemical Analysis combines over 35 years' knowledge, experience and expertise with a penchant for innovation to develop new disease and drug discovery technologies that are truly changing lives. And as well as providing instruments, systems and services to the life sciences industry, we're helping to overcome some of the greatest technological challenges in the pharmaceutical, chemical and environmental arenas too, whether it's developing a high-tech canary for use in coal mines or speeding genetic research with innovative IT. Are you ready for the challenge of your lifetime? You'll even see our instruments on television shows like "CSI".

Agilent will not sponsor work authorization for this position

Qualifications :

Requires BS or MS Degree or equivalent plus a minimum of 3 years relevant field service and call center experience, with typically 5 to 8 years practical experience.

Bilingual in English and Spanish a must.

Experience supporting Agilent GC and LC products preferred.

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : <http://www.agilent.apply2jobs.com/?FuseAction=mExternal.showLogin&rid=2011602&sid=99>

Requisition : 2012049
Job Title : Clinical Diagnostic Validation Scientist

Description:

We are seeking an enthusiastic, people-oriented Validation Scientist with a focus in Clinical Diagnostics. As part of the responsibilities for this Validation Scientist within the Clinical Diagnostics group, you will conduct and manage the verification and validation efforts for all applications across multiple platforms as well as contribute to both the implementation of clinical trials and to new product development. As the Validation Scientist, you will interact with other R&D Scientists, Product Managers responsible for Clinical Diagnostics and sales personnel in an effort to drive business. Project management skills will be essential to organize Clinical Diagnostics initiatives, and participate as a primary source of the diagnostics solutions group for external customers. You will be the champion of applications verification and validation to our Field Sales Team, Partners and be a liaison to Marketing groups in the Clinical Diagnostics Solutions Unit.

As technical liaison between our customers, sales, R&D and marketing team you will develop internal and external protocols, analyze customer samples, provide reports on those sample analyses to internal and external customers, conduct in-house demonstrations on Clinical Diagnostics applications, and assist the sales team in developing an end-to-end solution to meet the customer's needs. As technical expert working with the marketing team you will present technical presentations, conduct laboratory exercises and on-site consulting when necessary. You will contribute in the development of new clinical diagnostics applications, including writing application briefs to highlight product capabilities and masking contributions to recognized scientific forums, including written, oral and poster presentations. You will interact with customers in diagnostic-related problem solving using Agilent products that would include running customer samples and feasibility studies. You will be a key contributor in the promotion of diagnostic marketing activities and aiding in the training of sales personnel, partners and customers, as well as evaluating, and providing feedback to management on new products prior to release. An additional key responsibility is to work closely with Agilent Legal, Business Development, and Clinical Diagnostic Management to assess Intellectual Property, Patents and potential licenses.

Summary of Duties:

- Lead the Verification and Validation efforts for all applications for the Clinical Diagnostics Group.
- Contribute to the development of new clinical diagnostics applications.
- Contribute to the implementation of clinical trials and the assessment of regulatory issues for diagnostic products and applications.
- Partner with Sales and Distributors to provide technical and applications assistance in response to customer inquiries. Performs product demonstrations.
- Provides start up applications consulting.
- Defines and demonstrates proper operating procedures with Agilent Clinical Diagnostics solutions.
- Reports on activities in the field on a regular basis to Product Marketing and monitors technical trends in diagnostic markets.
- Prepares and presents seminars to customers, potential customers and works with Agilent's Product Specialists to aid in the development of technical sales strategies.

Qualifications :

Requires:

- BS/MS/PhD degree in Laboratory Medicine/Biochemistry or equivalent
- 5+ years solid clinical laboratory management experience
- Clinical laboratory licensure a must
- A working knowledge of molecular diagnostic techniques, 2D gels, wet chemistry techniques, multidimensional chromatography, and clinical laboratory instrumentation is highly desirable
- Industrial experience and providing technical seminars to an audience is a plus
- Strong project management skills within a lab environment are highly desirable
- Excellent communication skills with ability to work across a global matrix organization
- Requires flexibility in working hours and available for business travel as needed (20-40%)

Geo Location: Santa Clara, CA

Contact Person : Agilent Technologies

Email Address : resume.us@agilentcareer.com

Apply URL : <http://www.agilent.apply2jobs.com/?FuseAction=mExternal.showLogin&rid=2012049&sid=99>