

TECHNICAL SERVICE ENGINEER & CO-ORDINATOR

Posted on 22 februari, 2022

Company Name Bausch & Lomb

Location Stockholm, Göteborg, Malmö

Job Description

On behalf of our client Bausch & Lomb, we are currently looking for a Technical Service Engineer & Co-ordinator.

In order to uphold highest standard of quality in our cataract and refractive products at all time ensuring technically safe procedures for our customers and patients you will be responsible for the technical maintenance, performed by yourself and by of you co-ordinated external contracted technical service partners.

KEY ACTIVITIES/RESPONSIBILITIES

Technical Service

Provide excellent technical service on Bausch & Lomb capital equipment by implementing upgrades, maintenance, service, installation, testing and monitoring. Our customers are spread across the Nordics.

Keep full control over service schedules ensuring timely service at all times.

Ensure standards and checks are conducted to health and safety requirements and in line with manufacturers specifications

Install new and/or replacement equipment at customers

Ensure relevant technical device, spare parts, and tools at all time ready for use.

Document all issues and service provided.

Maintain strong relationship and efficient utilization of contracted external Service Technicians leading and co-ordinating their work for Bausch & Lomb. To monitor that adequate qualifications and trainings are achieved at all times, monitor work performed and ensure strong collaboration.

Application Support

Provide customers training and guidance on safe and efficient handling of Laser equipment to

ensure optimal user skills and conditions as well as awareness of equipment possibilities in different situations during procedures. For new users and for any updated procedures.

Document all application trainings as well as any new learnings.

General

Collaborate closely with customer services, sales team as well as international Technical Service team ensuring excellence in product support and customer focus.

EXPERIENCE

Minimum 3+ years' successful experience as a service engineer with high-tech products, preferably in medical device.

Previous work experience from a multi-national organization.

Proven strong customer acumen and takes responsibility for customer satisfaction.

QUALIFICATIONS/TRAINING

Strong Technical Electrical/Engineering training and experience. Preferably electro-optics or electronics engineering degree, or equivalent technical school

Personal Qualifications

Results focused with track record of achieving agreed targets

Available for periodically recurring flexible hours of work and travels across the Nordic region to meet customer needs, as well as some international travel for training and collaboration with EMEA team.

Fluent spoken and written Swedish and English, other Nordic languages strongly beneficial

Strong project management and organizational skills

Strong inter-personal skills with ability to convince and influence people and manage expectations of multiple stakeholders

Ability to embrace change and flexibility to operate with ambiguity.

Please send your application to anna.kruger@moveup.se.

If you have any questions about this position, please contact Anna Krüger at +46 70 725 73 96.

Om företag

Bausch & Lomb Nordic AB är idag en del av Bausch Health Companies Inc. Under drygt 160 år har företaget varit världsledande inom bland annat ögonhälsa med produkter fallande inom kategorierna Pharma och Medical Device. Globalt är vi idag ca 22 000 anställda.

I Norden har vi varit verksamma i 30 år. Vi är drygt 50 kollegor som arbetar med en bred portfölj inom området ögonhälsa fördelat på tre divisioner med diversifierade produkter och kundgrupper. Bausch & Lomb's nordiska huvudkontor finns i Münchenbryggeriet i Stockholm. Hos Bausch & Lomb är alla kollegor lika viktiga, vi arbetar mot ambitiösa gemensamma mål, med hög kvalité i fokus och vi ansvarar tillsammans för att det ska kännas bra att komma till jobbet! I

Norden har vi sedan 40 år arbetat för att hjälpa människor; See Better to Live Better.

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