



ELPRO is a global Swiss manufacturer of innovative solutions for monitoring critical climate data in all supply chain processes - especially in the pharmaceutical, healthcare and life science industries. ELPRO employs over 220 people worldwide and has offices in Switzerland, Germany, the UK, Hungary, Benelux, Scandinavia, Japan, the USA and Singapore. ELPRO has been part of the Bosch Group since 2022.

To achieve the ambitious objectives of our growing business our colleagues at our location in Chichester are looking for:

Field Service Engineer

We are looking for a Field Service Engineer with a passion for technical solutions and the appetite to be part of a great team. You will join our UK organisation based in the office in the South of England. As a key member of our service team, you will play a vital role in providing services (calibration, installation, qualification, support etc.) predominantly for our UK and Ireland customer base.

In addition, you will work closely with head office Switzerland and other subsidiaries in Europe with the requirement to travel and to help with European location projects from time to time.

Therefore, you must be willing to travel extensively in the UK and Ireland, with occasional travel across Europe.

The majority of your working time will be spent on Customers sites, but you will also spend time at our office in Chichester, where you will benefit from professionally strong colleagues and an informal working environment with plenty of room for fun. We are, of course, adaptable, and working from home is possible.

Salary range depending on experience: **£35,000 to £43,200**

You are responsible for solution and service delivery:

As our new Field Service Engineer, your primary responsibility is to provide a detailed and compliant service for our customers. Working in a regulated environment, accuracy and attention to detail is key. A creative flair for problem solving and thinking outside the box is required on occasions to fully support ELPROs established service and quality excellence.

You will enjoy the following activities (included but not limited to)

- > Accredited ISO17025 calibration services
- > Solution hardware installation
- > Solution software installation
- > System qualification testing and reporting
- > Thermal mapping services
- > Customer support – fault finding and corrective action
- > Service work and calibration on measuring instruments and monitoring systems



Field Service Engineer

We offer you:

- > Helpful and motivated colleagues within a friendly working atmosphere
- > Competitive base salary based on you experience
- > A structured on boarding program included a trip to our head office in Switzerland
- > 25 days holiday – all UK bank holidays
- > Pension contribution scheme
- > A representative company van fully equipped
- > Working tools – computer and mobile phone

Qualifications

What you definitely have:

- > You have a proven track record of success in field-based technician and engineering work, with a minimum experience of 3-5 years
- > You have professional ambition and a can-do mentality
- > You are self-motivated and driven to provide excellent service, with a proactive approach to solution handling, you are able to work independently backed by available support
- > You have excellent communication and interpersonal abilities
- > You are resident in the UK with clearance to work and you are Fluent in English (oral and written)
- > You have day to day IT skills and knowledge of Microsoft systems, any advance IT skills are an advantage
- > You have strong time-management skills, can adapt to different situations, are creative, confident and have a heart for service, solutions and winning
- > You live in a region within 40 minutes from Horsham West Sussex (RH12)

What's even better to have:

- > You have experience working within the quality pharmaceutical or life sciences industry
- > You have engineer / technical training or relevant higher education
- > You have experience in solution delivery and or calibration / metrology services (ideally customisable hardware and software combination solutions)

Application to

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Questions to

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