Product & Service Engineer  
(suit a recent graduate or similar)  

Berlin, Germany  

THE ROLE:

Ellex Medical is a global medical technology business in the area of Ophthalmology which designs, manufactures and exports diagnostic and treatment equipment to more than 100 countries for use in the fight against blindness. We are proud of our Australian base, our global focus, and of our organisational culture of innovation and employee contribution.

We are currently seeking a recent engineering graduate (or similar) to join our dedicated German Team working out of Berlin.

Reporting to the General Manager Ellex Germany, the Product & Service Engineer will handle product and customer service with high professionalism towards our internal and external customers. This involves hands-on product failure diagnosis, testing and repair in the German office and at customer locations throughout Germany and Austria (as needed), as well as over-the-phone customer support and regular interfacing with colleagues throughout the global Ellex organisation to keep up to date with any quality issues that may arise.

The Product & Service Engineer will also contribute to product development in the global Ellex organisation through the gathering of field information and through direct input into / involvement in product development projects according to their capabilities.

THE RESPONSIBILITIES:

• Perform the fault finding, repair and service of systems and module assemblies down to component level
• Provide technical support to customers and internal departments
• Provide on-site service to customers when required, including installation, commissioning and routine maintenance
• Maintain test equipment and tools in good working order
• Participate and contribute to new product service implementation as required
• Raise and monitor corrective actions, change requests and concessions when appropriate
• Participate in the writing of technical service bulletins
• Comply with the requirements of the quality system and adhere to established processes and procedures
• Maintain high standards of housekeeping and work organization
• Perform field service trips

THE SKILLS:

Required

• Experience in mechanical assembly, wiring, soldering, and/or PCB assembly
• A logical approach towards diagnosis and fault finding in complex electromechanical electro-optical devices
• Ability to represent Ellex in external dealings with customers

Desired

• Higher level qualifications in relevant engineering discipline
• Experience in optical assembly, troubleshooting and diagnosis, and repair
• Experience in ultrasound assembly, troubleshooting and diagnosis, and repair
• Experience in a customer service environment
• Experience as a trainer
• Ability to prepare technical bulletins and procedures
OTHER QUALITIES:

• Fluency in German and good command of English, additional languages are a plus
• Proven excellence in written and verbal communication skills including Microsoft Office suite, ERP systems, etc.
• Must be a team player but be capable of working independently to achieve objectives
• Must be well organized and capable of prioritizing tasks and working to complete them on time

Requests for the Position Description, enquiries and applications in English should be made to hr@ellex.com.

Please ensure that your application addresses the requirements outlined in the Position Description.

Applications close 16 May 2014.