



**Service & Applications Engineer**  
**Tiger Optics, a Process Insights Brand**

**Service & Applications Engineer** at our business unit Tiger Optics, LLC. Tiger Optics is a wholly owned subsidiary of Process Insights Holdings, along with sister companies, COSA Xentaur Corporation, LAR Process Analyzers, Extrel CMS and MBW Calibration. The future of this role may result in assignments for other Process Insights companies. This position will be based in Horsham, PA and will report into the Director of Technical Services. The future of this role may result in project work at other Process Insights companies.

**Duties and Responsibilities:**

- In-House and Field Service:
  - Maintenance, Repair, and Testing of analytical equipment (primarily laser-based gas analyzers); utilizing advanced troubleshooting and problem-solving
  - Test functional performance of completed assemblies using test equipment
  - Perform data analysis and interpret results
- Customer Support:
  - Diagnose and prescribe corrective actions for instrument problems via telephone, email, videoconferencing, and other means of communication; working with customers, distributors, and sales personnel
  - Contribute to in-house and field training sessions
- Manufacturing & Engineering Support:
  - Provide assembly and other support as requested
- Administration:
  - Be responsible for timely scheduling of Service Calls/Installations and Management of Calendar
  - Respond to customer RFQ including, spares, repairs, training, billable services
  - Generate Customer Service Requests (CSR)/ Return Material Authorization (RMA)
  - Submit accurate trip reports including lessons learned, time, and expenses
  - Support communication of technical related issues via preparation of Technical Support Bulletins
  - Contribute to the maintenance of user manuals
- General:
  - Operate lifting and moving devices to move materials and equipment.
  - Clean and maintain work area to 5-S requirements
  - Work with quality department to ensure specifications are met
  - Read blueprints, schematics, and technical orders to determine methods and sequence of assembly operations
  - Perform detailed work in an accurate and organized manner
  - Work in a timely fashion in order to get all parts assembled to meet shipments
  - Establish and maintain interpersonal relationships by developing constructive and cooperative working relationships with others; and maintaining them over time



- Assure appropriate use of Epicor's ERP system and adopts new business practices as part of newly modeled processes; become a change-agent in support of new ERP practices
- Apply equal amounts of skills and dedication to all other duties as assigned
- Support the goals and effectiveness of the Quality Management System, including ISO compliance
- Travel as needed to support customers and analyzers in the field (~25% travel expected)
- Execute advanced troubleshooting and problem-solving

### **Qualifying Attributes and Skills**

- Bachelor of Science in Chemistry, Physics, or Engineering degree preferred; or Associates in specialized technology; electronics, engineering, or physical science.
- Minimum experience of 3-5 years in related field.
- Familiarity with gas-handling techniques
- Ability to use common lab equipment, such as scales, volt meters, oscilloscopes, etc.
- Experience with basic optics and optical alignment is a plus
- Ability to travel as required, with very minimal advanced notice
- Excellent communication skills – in person, by email, on the phone, and/or over video conference
- Ability to understand technical documentation – both mechanical and electrical – in order to be able to effectively service analyzers of any type/age
- Ability to prioritize and execute tasks in a high-pressure environment.
- Proven analytical and problem-solving abilities
- Superior attention to detail
- Self-directed and highly motivated.
- Ability to work in a team environment.
- Proficient experience and use of computers, with a variety of software programs a must, including Microsoft Excel.

### **Process Insights Holdings is an equal opportunity employer with a generous compensation plan:**

- Healthcare Insurance provided: Health, Dental and Vision Plan
- Elective deductions for Flexible Spending and Dependent Care Accounts
- Company Paid Life Insurance (1X), Short and Long-Term Disability
- 401(k) Retirement Savings Plan with matching Employer contribution
- Paid Holidays and Vacation.
- Excellent earning potential with qualifying annual bonuses.