

Job Title

Field Service Engineer

Contact

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Location

Flexible / Field-based (with travel as required)

Reporting To

Customer Success Manager

Role Overview

In this exciting position, you will play a pivotal role in building and supporting Fluidic Sciences' global Customer Success capability, combining hands-on field service expertise with technical leadership. The role is responsible for providing expert support for the installation, maintenance, troubleshooting, and optimisation of advanced laser-based instrumentation. As a recognised technical expert in complex laboratory instrumentation, you will work closely with customers, distributors, support, R&D, and manufacturing teams to deliver technical training, support installations, resolve escalated issues, and ensure optimal system performance and customer satisfaction.

The role requires a strong technical background, ideally at Master's degree level, experience in a similar service or applications engineering role, with the ability to develop, maintain, and ensure day-to-day compliance and effective use of the platform across global support teams.

Key Responsibilities**Technical & Service Responsibilities**

- Install, commission, and qualify laser and other technical systems at customer sites
- Diagnose and resolve hardware, software, optical, and electro-mechanical faults
- Perform preventative and corrective maintenance, laser alignment, calibration, and system optimisation.

- Provide remote and on-site technical support to customers and distributors
- Maintain detailed service records, reports, and documentation

Customer & Operational Support

- Act as a technical interface with customers during service visits
- Provide training and technical guidance to customer operators and engineers
- Support system upgrades, retrofits, and field modifications
- Ensure compliance with laser safety standards and site-specific regulations

Collaboration & Continuous Improvement

- Liaise with R&D and engineering teams to feedback field issues and improvement ideas
- Support root cause analysis and implementation of corrective actions
- Contribute to service procedures, documentation, and best practices

Required Qualifications & Experience

Education

- Electrical or Mechanical Engineering background, or equivalent technical experience
- **Master's degree (MSc/MEng) or higher** in Physics, Photonics, Optical Engineering, Electrical Engineering, Mechanical Engineering, or a related discipline
- A strong bachelor's degree with equivalent industry experience may be considered

Experience

- **2+ years' experience** in a service, field service, applications, or systems engineering role ideally with capital scientific equipment
- Proven hands-on experience with **laser systems**, such as:
 - Solid-state, fiber, diode, or ultrafast lasers
 - Beam delivery, optics, and alignment

- Motion control, sensors, or automation (desirable)

Personal Attributes

- Strong problem-solving and analytical skills
- Excellent communication and customer-facing abilities
- Ability to work independently in the field
- Well-organized with strong attention to detail
- Willingness to travel domestically and internationally as required

Additional Requirements

- Full driving licence
 - Eligibility to work in the relevant country
 - Willingness to undertake laser safety and product-specific training
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