



Fluidic Sciences Ltd
27 Jarman Way, Royston, SG8 5HW, UK
T: +44 (0)1223 983957
E: info@fluidic.com | W: fluidic.com

Job Title

Field Service Engineer

Contact

nadia.shakir@fluidic.com

Location

On-site

Reporting To

Customer Success Manager

Who we are

[Fluidic Sciences](http://fluidic.com) is a small and growing Cambridge-area based company dedicated to providing novel biotech instrumentation platforms for antibody discovery, cell line development and protein characterization. Our proprietary microfluidic systems and the Cyto-Mine® multiplexing platform deliver rapid, high-fidelity, single-cell screening, isolation, and monoclonality assurance, while the Fluidity One-M platform makes protein interaction analysis easy and robust using accessible instrumentation and transformative in-solution technologies that help scientists quickly and accurately understand how proteins truly interact.

Role Overview

In this exciting position, you will play an important role in supporting Fluidic Sciences growing Customer Success capabilities. You will assist with the installation, maintenance, troubleshooting, and optimisation of advanced laser-based instrumentation, working under the guidance of senior engineers and technical specialists.

As part of a collaborative technical team, you will support customers by helping to install systems, carry out routine servicing, and resolve technical issues. You will also work closely with service management, R&D, and manufacturing teams to develop your knowledge and ensure reliable system performance and a high level of customer satisfaction.

This role is ideal for someone at the early stages of their engineering career. A degree in engineering, physics, or a related discipline is required, along with a strong willingness

to learn and develop. Previous experience in a service, laboratory, or technical support environment is beneficial but not essential, as full training will be provided.

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
- Adherence to defined SOPs and technical standards
- Provide remote and on-site technical support to customers
- Maintain and create 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
 - Capture service data to support reliability tracking and produce analysis reports/highlight trends
 - Contribute to service procedures, documentation, and best practices
-

Requirements & Experience

- Degree, or equivalent qualification in Engineering (Mechanical, Electrical, Electronic, Biomedical, or related discipline)
- Strong interest in field service, engineering, and working with complex technical equipment
- Basic understanding of mechanical, electrical, or electronic systems
- Good problem-solving skills with a practical, hands-on approach
- Excellent communication skills and ability to interact professionally with customers
- Willingness to travel regularly and stay overnight as part of a field-based role
- Full UK driving licence (or working towards obtaining one)
- Ability to work independently while also contributing effectively within a team

Desirable (but not essential)

- Previous experience in engineering, field service, or laboratory environments
- Exposure to biotech, life sciences, or laboratory instrumentation
- Basic knowledge of fault-finding, diagnostics, or calibration techniques
- Familiarity with software tools or data systems used in technical environments

If interested, please e-mail your CV to nadia.shakir@fluidic.com.