

Position: Field Service Manager (San Francisco Bay Area)

About us: We are a team of engineers, researchers, and physicians transforming the understanding of disease through Multiplexed Ion Beam Imaging (MIBI), a next generation imaging platform. Compared to existing technology, we offer a huge increase in simultaneous targets as well as high resolution and 3D imaging. Researchers and clinicians can use MIBI to provide new insights into a wide variety of biomedical applications including oncology, immunology and neuroscience. From a technical point of view MIBI is exciting because it involves biology, vacuum, high voltage, ion beams, time of flight mass spectrometry, signal processing, imaging, and motion control. Additionally, as an early-stage company your input on design for serviceability will be important and can be designed in quickly.

About you: You are a seasoned service engineer with experience in managing field service engineers. You have experience in leading teams to ensure timely execution and completion of field service calls and day-to-day management of the team including personnel management, goal setting and talent development to build a strong team. You have hands on experience working with analytical equipment and you are comfortable repairing and fine tuning sensitive instrumentation. You maintain a professional demeanor when interacting with customers and colleagues and understand the import of being the face of the company to our customers. You are open to working outside of regular business hours and understand the flexibility required in providing on-site customer support.

Duties:

- Direct management of Field Service Engineers starting with North America and expanding globally.
- Accountable for managing scheduling conflicts, setting priorities and ensuring the availability of adequate staffing within the field service team at all times.
- Initially responsible to own and implement Service SOP's, manuals, training procedures to ensure service team scalability & effectiveness.
- Accountable for ensuring timely, high quality execution and completion of all field service calls.
- Accountable for ensuring a high level of customer satisfaction related to the preparation and execution of field service calls.
- Responsible for developing and maintaining high level relationships with customers at key accounts.
- Initial escalation owner for field service customers and FSE originated complaints.
- Report monthly progress toward team goals and performance metrics.
- Willing to be hands-on as needed to directly train customers on instrument usage and best practices and ensure customer is effectively able to acquire good data from the MIBIScope.
- Gather and provide input related to product to internal teams to incorporate customer feedback to improve current and future products.
- Responsible for documentation of service calls, defects, and customer interactions

Requirements:

- B.S. or M.S in hardware/electrical engineering, applied physics, or similar
- 5+ years Field Service Management experience strongly preferred.
- 3+ years hands-on experience with vacuum systems, high voltage and/or ion counting systems
- Ability to understand electronic and mechanical assembly schematics
- Proficiency in electronics test equipment (e.g. oscilloscope and multimeter)
- Customer service skills as well as strong interpersonal communication skills

- Self motivated and eager to work in a dynamic startup environment
- Occasionally may need to lift and/or move up to 40 pounds
- This position may involve up to 60% travel, and requires a valid driver's license
- Other 40% will be In-House aiding the Service and R&D teams

Ionpath is a venture-backed commercial stage startup. Read more about MIBI, a technology developed at Stanford University, here: <https://www.ncbi.nlm.nih.gov/pubmed/24584119>.

For more information or to apply, please contact hire@ionpath.com