



## Position Advertisement

LIGHTHOUSE Instruments LLC is the world leader in laser-based headspace analysis of pharmaceutical products and has supplied machines and services to the pharmaceutical industry for over 20 years. Lighthouse is organized into three business units: Instruments, Automation devices, and Measurement Services. LIGHTHOUSE Instruments LLC Headquarters, R&D, and manufacturing are located in Charlottesville, Virginia, USA. LIGHTHOUSE Instruments BV, located at the Amsterdam Science Park, supports the product lines' sales and marketing and is a laboratory service supplier to European customers.

Our Charlottesville, Virginia office is currently seeking career professionals in the following area:

### **Service & Support Engineer**

The Service & Support Engineer position is part of a dynamic team providing competent technical product support and services to our North American customers. Responsibilities of this position include frequent communication with customers, order and maintenance management, and service activities performed at customer locations across North America.

### **Essential Functions**

- Initiate high-touch customer communications in preparation for technical services and ongoing support.
- Set up new analyzers at the customer site, including hardware and software installation, user training, and qualification.
- Provide technical support and troubleshooting to customers by email and telephone.
- Execute routine maintenance of installed analyzers at the customer site.
- Perform diagnosis and repair of customer analyzers returned to the factory.
- Prepare lease analyzers for delivery to the customer, including software and documentation.
- Offer and sell additional services to existing customers.
- All other duties as assigned by management.

### **Position Qualifications**

- A Bachelor's degree in Chemistry, Physics, or Engineering is required.
- Minimum of 2-7 years' proven and demonstrated experience in customer product service or equivalent industry-related experience.
- Must possess a valid driver's license and passport or the ability to obtain both.
- Must be willing to travel within North America up to 40% of working days.
- Experience with cGLP/cGMP preferred.
- Strong computer and technology skills.
- Active listening and clear communication skills: verbal, written, and presentation skills (e.g., grammar, writing, and editing) to interact professionally with individuals, both internally with co-workers and externally with customers, are required.
- Effective problem analysis and resolution skills with acute attention to detail.
- Goal-oriented and self-reliant with the ability to work independently.
- High interpersonal and relationship skills are essential to handle sensitive, stressful, and confidential situations with poise, tact, and diplomacy.
- Above average ability to be flexible, organize, manage time, and set/shift priorities while meeting deadlines required.
- A team player who can cultivate a team spirit within the department and maintain positive interdepartmental collaboration.
- Ability to interpret, adapt, and apply Organization guidelines and procedures within the position and the department.



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Lighthouse Instruments LLC offers competitive benefits and a compensation package consisting of medical, dental, employer-sponsored IRA retirement, life insurance, disability, discretionary annual bonus potential, and holiday and time-off provisions.

If you are an experienced and qualified professional with scientific and personal integrity, dedication to pursuing excellence, a passion for science and innovation, and a commitment to customer and team respect, please email your cover letter and resume to Human Resources at [careers@lighthouseinstruments.com](mailto:careers@lighthouseinstruments.com).