

# FIELD SERVICE ENGINEER – ANALYTICAL LABORATORY INSTRUMENTS

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## COMPANY DESCRIPTION

SILVER PaLM is a technical company based in Marousi, Greece, specializing in advanced technological solutions, technical support, and innovative equipment for industrial and laboratory applications. We provide high-quality analytical instruments and services to clients in the pharmaceutical, chemical, research, and industrial sectors, helping them improve efficiency, reliability, and performance.

## ROLE DESCRIPTION

We are seeking a motivated and skilled Field Service Engineer to join our growing team in Marousi. The successful candidate will be responsible for the installation, calibration, maintenance, troubleshooting, and technical support of analytical laboratory instruments, including chromatography systems (HPLC, GC) and other laboratory equipment, at customer sites throughout Greece.

## KEY RESPONSIBILITIES

- ✓ Install, calibrate, maintain, and repair analytical laboratory instruments and related equipment
- ✓ Diagnose and resolve mechanical, electrical, and software-related issues
- ✓ Perform preventive maintenance, instrument qualification, and performance verification
- ✓ Provide on-site and remote technical support to customers
- ✓ Train end-users on proper instrument operation and basic troubleshooting procedures
- ✓ Maintain accurate service reports, technical documentation, and parts usage records
- ✓ Read and interpret technical manuals, schematics, and service documentation
- ✓ Deliver professional and responsive customer service
- ✓ Travel to customer facilities across Greece as required

## REQUIREMENTS

- ✓ Bachelor's Degree in Electronics Engineering, Automation Engineering, or a related technical field
- ✓ Hands-on experience with analytical laboratory instruments (HPLC, GC, or similar systems) will be considered a strong advantage
- ✓ Strong troubleshooting skills in electrical, mechanical, and software systems

- ✓ Ability to work independently and efficiently in field environments
- ✓ Excellent communication and customer service skills
- ✓ Very good command of the English language
- ✓ Valid driver's license
- ✓ Willingness to travel frequently

#### **PREFERRED QUALIFICATIONS**

- ✓ Previous experience in field service engineering
- ✓ Experience in pharmaceutical, chemical, research, or laboratory environments
- ✓ Familiarity with chromatography systems and laboratory workflows

#### **WHAT WE OFFER**

- ✓ Competitive salary package based on qualifications and experience
- ✓ Company vehicle, tools, and covered travel expenses
- ✓ Continuous technical training and professional development opportunities
- ✓ A stable, collaborative, and supportive working environment
- ✓ Opportunities for long-term career growth

#### **HOW TO APPLY**

Please send your CV to [hr@silverpalm.gr](mailto:hr@silverpalm.gr) and include a brief description of your relevant experience with analytical laboratory instruments.

**WE LOOK FORWARD TO HEARING FROM YOU.**