



## Service Engineer

DIASource ImmunoAssays® S.A. (A BioVendor Group company) is an international diagnostic company with more than 30 years of experience in In-Vitro Diagnostic. Our expertise is in the development, manufacturing and marketing of clinical diagnostic products in the field of endocrinology, auto-immunity and infectious diseases.

We are a dynamic medium-sized Belgian company (80 employees), based in Louvain-La-Neuve.

To support the development of our company, we are recruiting a Service Engineer for our offices in Louvain-la-Neuve.

### **Mission :**

The Service Engineer will be responsible for technical aspects of our In-vitro Diagnostic instrumentation portfolio including small lab instruments and fully automated immunochemistry analysers (ELISA, RIA, Autoimmunity & CLIA).

### **Fonction :**

- You will be in charge of troubleshooting issues coming from our worldwide net of distributors and end-users in the direct countries ;
- You will ensure a good follow-up of all technical complaints ;
- You will be in charge of maintain records and performance reports of instruments ;
- You will be in charge of validating instruments before shipping according to internal validation and in compliance with the regulation ;
- You will be in charge of instrument installations and you assist our distributors/customers ;
- You will give service trainings to our distributors ;
- You will ensure timely reporting, good communication and efficient work tracking ;
- You will participate to the products validation on automates.

### **Profil:**

- Your background is technically oriented (bachelor in electromechanics, automation, electronic...);
- You are fluent in French and English. Dutch & Spanish is an asset ;
- You have a first experience as service engineer preferably in the field of IVD instrumentation and automation ;
- You are willing to travel abroad (40% of time) ;
- Strong analytical and problem solving skills ;
- You are comfortable working in a team environment ;
- You are customer oriented.



- You are willing to move toward success, be proactive and have positive spirit even under stressful circumstances.
- You are flexible and comfortable working in a cross-cultural environment.
- You master Microsoft applications: Excel, Word, Outlook.

**What we offer:**

- An exciting job within a growing international company ;
- A job in a human-sized, dynamic, respectful and professional environment ;
- Internal/external trainings opportunities for your personal development and your continuous improvement.

**How to apply<sup>1</sup>?**

Please send your CV by email to [HR@diasource.be](mailto:HR@diasource.be) with Ref: Service Engineer.

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<sup>1</sup> Your application and the associated information will be kept strictly confidential. Your data is processed by DIAsource for the purpose of recruitment and will only be kept during the period of the recruitment process. Beyond this period, your data will be automatically deleted from our database.  
DIAsource does not share your personal data with any third party under any circumstances. If you have any questions or comments regarding your personal data, do not hesitate to refer to our "Privacy Policy" available on our website.