

Field Support Specialist - DACH

100%, with international travel (up to 60%)

GROW WITH US!

ROLE SUMMARY

The **Field Support Specialist** plays a critical role in ensuring customer success by providing technical expertise, training, and hands-on support throughout the customer journey. Combining responsibilities from field service and application support, this position ensures customers fully utilize and benefit from our solutions while maintaining the highest standards of service and satisfaction.

This role involves collaboration with Sales, Solution Programme, and R&D teams and direct customer engagement online and on-site.

KEY RESPONSABILITIES

Customer Engagement and Support:

- Act as the primary technical contact during the customer journey, from onboarding to ongoing usage.
- Provide remote and on-site technical support to resolve inquiries and application-related issues.
- Build strong relationships with customers to understand their needs and deliver tailored solutions.
- Conduct technical demonstrations and training sessions to enhance customer expertise and satisfaction.

Field Services:

- Perform equipment installations, validations, and preventive maintenance at customer sites.
- Troubleshoot and repair instruments as needed, ensuring minimal downtime for customers.
- Promote and support service agreement programmes for long-term customer engagement.

Application and Product Support:

- Assist customers in designing trials, interpreting results, and integrating solutions into their workflows.
- Provide recommendations for optimal use of instruments and related consumables.
- Support and understand our connectivity solutions (e.g., SCADA integration, Ethernet connections, IoT features), ensuring smooth integration with customer systems.
- Document customer feedback and relay insights to Product and R&D teams for continuous improvement.

Documentation and Reporting:

- Maintain accurate records of customer interactions, service activities, and site visits in CRM systems (e.g., Salesforce).
- Assist in developing and updating technical manuals, user guides, and training materials.

QUALIFICATIONS AND SKILLS:

- A degree in Engineering, Biology, Environmental Science, or a related technical discipline.
- 1-2 years of experience in a customer-facing or technical role (internships and academic projects are also considered).
- Proficient in troubleshooting and maintaining technical systems, with knowledge of basic microbiology and industrial infrastructure (e.g., SCADA).
- Strong organizational skills and the ability to manage multiple tasks in dynamic environments.
- Excellent written and verbal communication skills in English; additional languages (e.g., German or French) are a plus.
- Comfortable working independently and in collaboration with cross-functional teams.
- Willingness to travel extensively, including international trips (up to 60%).

WHAT WE OFFER

- Diverse and exciting tasks in a collaborative, international work environment.
- Opportunities for career growth in a forward-thinking, innovative company.
- A chance to contribute to cutting-edge, sustainable technologies and impactful solutions.

ABOUT US

bNovate specializes in automated online flow cytometry solutions for microbiological analysis. BactoSense, our flagship product, is setting new standards for water industries. **SAFE WATER. ANYTIME. ANYWHERE.**

Interested?

Apply online (CV, cover letter, and relevant certificates) at [bNovate.com/jobs](https://www.bnovate.com/jobs). Only complete applications in PDF format will be processed..