

## Position Advertisement

LIGHTHOUSE is the leading global provider of laser-based headspace analysis systems and measurement services. Headspace applications include container closure integrity testing, monitoring of headspace oxygen during filling and for stability studies, water activity determination, lyo cycle optimization, and chamber moisture mapping, and automated media fill inspection. LIGHTHOUSE offers a range of benchtop and in-line platforms with patented laser sensor technology commercialized with the help of funding from the Food and Drug Administration. In addition, analytical services are delivered from laboratory facilities in Amsterdam and Charlottesville, Virginia, and include method development and analytical process, and product studies.

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 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 cGMP/cGLP preferred.
- Strong computer and technology skills.
- Active listening and clear communication skills: verbal, written, and presentations skills (e.g., grammar, writing, and editing) to interact professionally with individuals both internally with co-workers and externally with customers is required.
- Effective problem analysis and resolution skills with acute attention to detail.
- Goal-oriented and self-reliant with the ability to work independently.
- High level of interpersonal and relationship skills essential with the ability 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.

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

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

## Position Advertisement

Lighthouse Instruments LLC is an equal opportunity employer. Qualified applicants will receive consideration for employment without regard to legally protected status, which in the U.S. includes race, color, religion, natural origin, sex, gender identity, sexual orientation, physical and mental disabilities, pregnancy, genetic information, military or veteran status, or any other protected classification. Equal employment opportunity includes, but is not limited to, hiring, training, promotion, demotion, transfer, leave of absence, and termination.

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