

## **Field Service Engineer – Pharmaceutical Tablet Testing Equipment**

Total Laboratory Services Ltd are seeking a Field Service Engineer ideally based in the North of England. We are looking for field service engineers or lab analysts/technicians who are currently working in a laboratory that are looking for a change of direction.

Experience in servicing instrumentation within the pharmaceutical sector would be an advantage as well as a knowledge of GLP/GMP, however, just having a working knowledge of the equipment would be considered as full training will be given.

### **Who are we?**

Total Laboratory Services Ltd provide specialist tablet testing equipment to the UK pharmaceutical, life sciences, veterinary and academic industries. We are the exclusive ERWEKA UK representative, who manufacture high quality, long-lasting pharmaceutical testing equipment including dissolution, disintegration, and tablet hardness testers.

Total Laboratory Services Ltd are responsible for the delivery, installation, and servicing of ERWEKA dissolution and tablet testing equipment, and offer on-going technical support via service contracts, repair/breakdown visits and spare parts provision. We also service other makes and models of dissolution and tablet testers too.

We are a friendly, knowledgeable, and customer-focused business with over 25 years' experience in this niche area of the pharmaceutical marketplace.

### **Who are ERWEKA GmbH?**

ERWEKA GmbH is a leading international manufacturer of tablet testing equipment for pharmaceutical, academic, medical research and life-science industries all over the world.

Founded in Germany in 1951, ERWEKA is the only manufacturer to offer a product for every required test for solid dosage form drugs.

ERWEKA has one of the most comprehensive product ranges in the tablet testing marketplace, complimented by extensive knowledge and experience. The ERWEKA benchmark is top quality, from engineering and design to manufacturing and product support. Total Laboratory Services have been their UK agent for over 15 years and by joining our team, you will also be joining the ERWEKA family as well.

## The Role

### Core duties will include:

- Performing instrument Installation Qualification, Operational Qualification and Performance Qualification (IQ/OQ/PQ) services for our dissolution and related equipment.
- Completing GMP documentation for all IQ/OQ/PQ work.
- Carrying out Performance Verification Testing (PVT) on dissolution testers.
- Providing customer training for our instruments and software.
- Troubleshooting and repair of our customer's dissolution and tablet testing instruments.
- Performing Preventative Maintenance (PM) and calibrations on customer equipment.
- Phone and email customer support.
- Completion and submission of Service Reports and expense claims.
- Maintaining regular communication with the service leadership team.
- Identifying new sales opportunities and informing the head office in a timely manner.
- Building good relationships with key customer contacts.
- Working in a clean, tidy, and professional manner and presenting yourself well.
- Managing your time and travel needs independently and efficiently.
- Storing and maintaining your tools in a safe and proper manner.
- Traveling to the customer's workplace and staying away from home when required.

## Candidate Requirements

The ideal candidate will ideally fulfill the following criteria:

- Knowledge of tablet testing equipment (dissolution, disintegration, and tablet hardness testers) is an advantage but not essential.
- Experience in GMP/GLP laboratories.
- Knowledge of GMP/GLP documentation.
- Instrument calibration experience.
- Basic understanding of mechanical/electrical systems and hand tools.
- Excellent communication skills, both written and verbal.
- Keen attention to detail and strong organizational skills.
- Ability to travel within the UK and be able to travel for work regularly.

## What We Offer

**Job Type:** Full-time.

**Salary:** Competitive, based on experience initially but with scope to quickly increase over time.

**Benefits:** Paid personal sick leave and holidays. Full Equipment Training in the UK and Germany. Company vehicle will be provided. Accommodation, food, and beverage allowance (while working away). Enrollment into company pension scheme. Equal opportunities employer.

## Application

We will accept applications from anywhere within the UK mainland, from anyone over the age of 21. You must hold a full, valid UK driving license and passport.

Please forward your contact details and CV to [hr@totallaboratoryservices.co.uk](mailto:hr@totallaboratoryservices.co.uk)

Successful applicants will be asked to interview, and references may be requested.

**Closing Date:** 17:00pm, 29<sup>th</sup> February 2024

## Further Information

If you have any further questions about this job, you are welcome to contact [hr@totallaboratoryservices.co.uk](mailto:hr@totallaboratoryservices.co.uk) and where possible and fair, any queries will be answered that do not disproportionately affect other applicant's chances of being selected.

## General Information

[www.totallaboratoryservices.co.uk](http://www.totallaboratoryservices.co.uk)

[www.erweka.com](http://www.erweka.com)