

Field Service Specialist

Apply Now

Company: Waters

Location: United Kingdom

Category: other-general

Overview
Waters are Hiring: Field Service

Specialist
Join Waters for a fulfilling career that values your passion for science and work-life balance. As a global tech innovator, we prioritize both your

professional growth and well-being. This role is based in the South of the UK, predominantly the West of London (M4 / M25) and is a fully remote position. You will

require a driving license.
Dynamic Role with Varied Challenges:

As a Field Service Specialist, your responsibilities include system maintenance, repair, and collaboration with customers across scientific sectors. Expect a dynamic and ever-

evolving work experience.
Who We're Seeking: We're looking for science enthusiasts with strong problem-solving skills and backgrounds in labs, analytics,

chemistry, or engineering. Flexibility and a relationship-oriented approach are key to success in our team. You could already be experienced in this field of work or

looking for an entry level position. We can accommodate you, your skills and future development.

Why Waters: At Waters, we value work-life balance and offer ample opportunities for personal and professional growth. Beyond competitive

compensation, enjoy a company car, comprehensive well-being programs, and a supportive, inclusive environment. Ready to shape the future with Waters? Apply now!

Responsibilities
What does the Field Service Specialist role entail? Here are key responsibilities:

- Installation, qualification, validation, calibration, maintenance, and repair of Waters systems, including HPLC, UPLC, and Mass Spectrometry.
- Analyzing and reviewing system and scientific data to pinpoint

issues and recommend necessary repair, replacement, or corrective actions.

- Collaborating with cross-functional teams to expedite repairs and ensure utmost customer satisfaction.
- Managing customer expectations through clear communication on work progress and providing follow-up plans when needed.
- Cultivating strong, trusted advisor relationships with our clients, offering tailored advice and support on Waters products and services-always on the lookout for opportunities to enhance their laboratory operations.

To excel in this role, you'll receive comprehensive training, continuous support from a remarkable team, and access to a pathway for continuous learning and development.

Qualifications

Who are we looking for?

We value individuals interested in science, adept at problem-solving, service-oriented, and skilled in building meaningful relationships. Your background might span laboratories, analytics, chemistry, or engineering. We're actively building diverse teams and welcome applications from everyone. But simply having a diverse workforce is not enough. We aim to build an inclusive environment, where everyone can contribute their best work and develop to their full potential. We celebrate our differences and recognise the importance of teams reflecting the communities they serve. We can make reasonable adjustments to our interview process according to your needs. We are proud to offer our employees the opportunity, where we can, to work flexibly. Please don't hesitate to ask during the recruitment process around hybrid working and flexibility; we'll do our best to support you.

In return, you will receive:

- Competitive pay and bonus scheme, company car with a charging point fitted to your home, all the benefits you would expect from a global leading employer. Continuous development and support from a great team!

Company Description

Waters Corporation (NYSE: WAT), the world's leading specialty measurement company, has pioneered chromatography, mass spectrometry and thermal analysis innovations serving the life, materials, and food sciences for more than 60 years. With more than 7,000 employees worldwide, Waters operates directly in 35 countries, including 15 manufacturing facilities, with products available in more than 100 countries. Our team focuses on creating business advantages for laboratory-dependent organizations to enable significant advancement in healthcare delivery, environmental management, food safety, and water quality. Working at Waters enables our employees to unlock the potential of their careers. Our global team is driven by purpose. We strive to be better, learn and improve every day in everything we do. We're the problem solvers and innovators that aren't

afraid to take risks to transform the world of human health and well-being. We're all in it together delivering benefit as one to provide the insights needed today in order to solve the challenges of tomorrow.

Diversity and inclusion are fundamental to our core values at Waters Corporation. It is our responsibility to actively implement programs and practices to drive inclusive behavior and increase diversity across the organization. We are united by diversity and thrive on it for the benefit of our employees, our products, our customers and our community. Waters is proud to be an equal opportunity workplace and is an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, religion, sex, national origin, sexual orientation, age, marital status, disability, gender identity or protected Veteran status.

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