

Service & System Support Engineer (m/f/d)



Temporär Jobregion: Rotkreuz Stellenprozent: 100%

Beschreibung

As a first-tier supplier to our renowned business partner **Roche Diagnostics in Rotkreuz**, we are currently looking for a motivated and dedicated **System Support Engineer** for a temporary assignment of 9 months, with high probability of extension.

As a healthcare pioneer and the industry's global leader in in-vitro diagnostics, the Diagnostics Division pushes boundaries and challenges the status quo to redefine what's possible. The commitment to research and development means Roche can bring to the market integrated solutions in diagnostic testing, laboratory efficiency, healthcare digitalization and decision support tools and software. The products deliver increasingly precise information to help save lives, prevent or control the risk of infection and monitor treatment effectiveness. The RDS R&D organization operates globally, with international teams across various sites and countries, and is structured into four networks and four chapter areas. Roche is currently seeking a passionate and proactive individual to fill the role of System Support Engineer within the RnD Service chapter, located in Rotkreuz (CH). In this role, the candidate will be a key technical expert within a cross-functional environment, responsible for supporting Roche Diagnostic Systems throughout their entire lifecycle, from development to post-launch.

Tasks & Responsibilities

- Serve as a technical expert and primary point of contact for internal customers regarding all service aspects.
- Install Roche Diagnostics systems (hardware and software) according to installation manuals in the Roche Diagnostics Knowledge (RDK) database.
- Perform system qualifications (IQ/OQ), execute preventive maintenance, and conduct autonomous troubleshooting, and repair of hardware and software issues.
- Manage the deployment and servicing of various systems and their specific configurations.
- Ensure comprehensive documentation in accordance with established quality standards.
- Provide technical support for global development trials.

Must-Haves

- HF or an academic degree in technical engineering or a life sciences discipline (e.g., Medical Devices, Electronics/Automation, Mechatronics) or completed technical vocational training with

BERATER



Kristof Wildmann
+41 41 203 33 50

Seniority Level
Mitarbeiter

Berufskategorie
IT

Stellenprozent
100%

Jobtyp
Temporär

Referenz-Nr.
KWI-IT-T-52242

Jobregion
Rotkreuz

corresponding professional experience.

- Initial experiences in and/or willingness to work in a highly regulated industry and in laboratories with biosafety levels S1 and S2.
- First experiences in technical/mechanical occupation.
- A customer- and service-oriented team player with excellent communication and collaboration skills, featuring an autonomous and proactive work style.
- Proficiency in English (written and spoken) is essential for the global environment; German is a significant plus for the Rotkreuz site.

Nice-to-Haves

- IT/Tool Skills: Network Administration & Troubleshooting (Entry Level).
- Experience servicing diagnostic instruments is advantageous, and previous involvement in Equipment Management is beneficial.
- Proven expertise in the resolution of technical problems within interdisciplinary environments (laboratory, software, hardware, diagnostic workflow).
- GMP Experience.

Benefits

- Become part of one of the most prestigious pharmaceutical companies and actively shape the future of healthcare.
- Experience a work culture that promotes diversity and inclusion and where all employees feel valued.
- Work on a state-of-the-art campus featuring green spaces, meeting areas, and an inspiring atmosphere.
- Work with modern and up-to-date tools in an innovative work environment.
- Start with a professional onboarding process and a thorough introduction to the new role during the Welcome Days.
- Benefit from financial support for professional development plans.
- Enjoy a selection of high-quality meals in modern staff restaurants.
- As part of a sustainable mobility concept, on-site parking spaces are available (subject to eligibility criteria).
- Take advantage of unbeatable, year-round discounts at renowned retailers and over 200 top brands.
- Benefit from fleet discounts when purchasing new cars or receive constant fuel discounts with the fuel card.

Are you interested? Do not hesitate and submit your complete application documents online today. We look forward to hearing from you!

Wir wertschätzen Vielfalt und begrüßen daher alle Bewerbungen - unabhängig von Geschlecht, sozialer Herkunft, Religion, Alter und Identität. Zur leichteren Lesbarkeit und besseren Verständlichkeit verwenden wir nur eine Gender-Form. Selbstverständlich sind im jeweiligen Kontext alle Genderformen gleichermassen gemeint.

Unser Bewerbungsprozess

