

# Service Engineer

---



Ginolis is currently looking for a full-time Service Engineer to join the Ginolis Inc, San Diego. As Service Engineer your main responsibility will be to provide excellent customer service of our automation machine lines to the customers by effectively managing customer expectations.

In this position, you have to:

- Review and understand job specifications and requirements, scope of work documents and proposals as needed to ensure standard system tasks are conducted as expected by all parties involved
- Use vision, optical and mechanical principles, training and experience to install, start up, maintain and technically support Ginolis systems at customer sites
- Use computer applications to program and configure systems to comply with customer specifications and requirements and/or identify root cause of failure or malfunction
- Read and interpret mechanical drawings, electrical schematics, installation procedure, blue prints, technical instruction documents and product manuals
- Effectively troubleshoot, diagnose, and repair automation systems
- Perform site surveys for the installation of Ginolis equipment. This entails data gathering of the area that a unit or system is to be installed, completion of a questionnaire, and preparing customer for pending installation
- Maintain and improve automation, mechanical, machine vision and lighting aptitude and skills
- Provide and communicate as needed documentation to support the business processes and completion signoffs
- Proactively identify new business opportunities for Ginolis offerings and communicate these to the sales force
- Attend required training sessions as assigned
- Regular attendance, timeliness, professional and prompt email and phone response
- Perform other duties as may be assigned or required

# Service Engineer

---



To be successful in this position, we expect you to have following background and skills:

- Bachelor of Science degree in electronics, electrical or mechanical engineering or similar
- Experience of robotics and factory automation preferably in medical device manufacturing
- Knowledge of machine vision (e.g. Cognex)
- Programming capabilities in TwinCAT
- Knowhow of spare part management
- Excellent communication and interpersonal skills with project team as well as with customers and vendors
- Fluent written and spoken English
- Ability to travel domestically frequently, and internationally occasionally

For further information please look on [www.ginolis.com](http://www.ginolis.com)

Please submit your application, CV with references and salary expectations to [Indeed.com](https://www.indeed.com)

## About Ginolis

Ginolis specializes in high-quality automation, liquid handling and quality control solutions for the production and processing of medical devices and diagnostics. From standard products to fully customized systems, Ginolis offers an extensive range of solutions based on its modular automation platforms. The company boasts patents in dispensing, micro fabrication and precision robotics.

Established in 2010, Ginolis is headquartered in Oulu, Finland with sites in San Diego, USA; Uppsala, Sweden and Suzhou, China. The company is privileged to work in co-operation with many of the world's leading diagnostic companies.