Job Description Summary

The Service Specialist role is pivotal for implementation of the Kiestra platform – this high end automation system revolutionizes the microbiology lab and is at the forefront of BD’s product strategy. As part of a dedicated implementation team, the Service Specialist is responsible for leading a team of automation engineers during the on-site installation of the automation equipment. Installations generally take multiple weeks and the Service Specialist is responsible for supporting the team to deliver a quality turn-key solution to the customer - planning, site pre-check, placement of the equipment, electro and mechanical installation, IT/network setup and final testing. The role requires the technical skills to execute hands-on installation work and project management and leadership skills to guide the installation team.

This role is key to BD’s strategy to push the customer experience to the next level – the associate in this role must be able to not only understand highly complex automation, but also have the ability to improve installation and supporting processes. With an increasing number of installs, it is key to work with the Automation Project Managers to align resource needs. Although the Service Specialist does not have any direct reports, he/she directly influences the strategy for the team implementing the automation equipment.

While the main focus of the role is to install new equipment, the Service Specialist will be engaging in other service activities include working on planned service work: system upgrades, relocations, removals and preventive maintenance.
Integral to the role are the skills to navigate a complex project with many internal and external stakeholders. Between ad-hoc customer requests and long term business objectives, this role will impact the future of automation directly and provides an exciting opportunity for individuals wanting to grow in their role.

Job Description

BD Diagnostic Systems
Service Specialist – U.S. Technical Services & Support

Job Group: 3

BD:
BD is a leading global medical technology company that develops, manufactures and sells medical devices, instrument systems and reagents. The Company is dedicated to improving people's health throughout the world. BD is focused on improving drug delivery, enhancing the quality and speed of diagnosing infectious diseases and cancers, and advancing research, discovery and production of new drugs and vaccines. BD's capabilities are instrumental in combating many of the world's most pressing diseases. Founded in 1897 and headquartered in Franklin Lakes, New Jersey, BD employs approximately 28,000 people in approximately 50 countries throughout the world. The Company serves healthcare institutions, life science researchers, clinical laboratories, the pharmaceutical industry and the general public. For more information, please visit www.bd.com.

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Primary Duties and Responsibilities:
Efficiently works in a (project) team setting to provide prompt, high quality on-site support to BD customers. This support includes installation management, pre-install visits, instrument installations, customer technical training, Preventive Maintenance, instrument stabilization, connectivity, etc.

- Promotes a safe working environment and ensures compliance with applicable policies and procedures
- Delivers level of service that continuously surpasses customer expectations
- Guides the team to ensure compliance with all administrative responsibilities
- Establishes and cultivates internal and external relationships to enhance customer experiences and business performance
- Works with management to drive change initiatives to improve efficiencies and execute on business commitments
- Implements Installation Planning and Installation Management processes to ensure the project is well-organized and timely per the customer expectations
- Support field upgrades, relocations, removal of equipment and trade show installations
- Support 2nd level support team when required
- Adherence to Quality Policies and Departmental Standard Operation Procedures
- Support the Project Managers in the development of project plans and project schedules
- Must adhere to all Safety compliance requirements (internal/external)
Partners with Automation Project Managers to assist in gaining customer business and loyalty

- Takes ownership of the end-to-end installation process and escalates risks or delays where required
- Focuses on completing service installation reporting to ensure Continuous Improvement
- Provides constructive feedback on automation processes, documentation and procedures for Continuous Improvement
- Delivers On-The-Job training, guidance and mentorship to Lab Automation team members

**Minimum Qualifications:**

**Knowledge and Skills**

- Demonstrated leadership, motivational and organizational skills with a proven track record of accomplishments in cross-functional projects/teams/programs
- Ability to work professionally with all levels of internal/external organizations
- Demonstrated effective interpersonal skills; including effective internal and external communications and crisis/conflict resolution skills
- Consistent professionalism in customer, cross-team/functional interactions with high concern for customer needs and expectations
- Willing and able to travel up to 90%
- Must be able to lift up to 30lbs frequently and up to 70lbs
Service Specialist

infrequently

- Must be able to handle bending and stooping over a prolonged period of time (up to 10 hours)
- Must be able to handle prolonged periods of standing (up to 10 hours per day)
- Must be able to push/pull materials up to 100lbs
- Must wear all PPE (Personal Protective Equipment) required by company guidelines

Education and Experience – required:

- Bachelor’s Degree in Electronics/Computers/Biomedical Engineering is preferred
- Three to five years of service experience in the troubleshooting and repair of electronic systems
- Requires a good working knowledge of mechanics, pneumatics, electronics and electro-mechanical devices

Education and Experience – preferred:

- Knowledge of or experience with Project Management
- Continuous Improvement foundation (i.e. Lean and Six Sigma) is preferred
- Working knowledge and experience of IT systems and networking set up and troubleshooting
- Demonstrated ability to function effectively in customer facing environment
- Demonstrated ability to manage complex projects and assigned tasks independently with minimal supervision
Service Specialist

- Effective verbal and written communication skills

#LI-SMKT

Primary Work Location

USA MD - Baltimore

Additional Locations

Work Shift

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