



RheaVita

JOB DESCRIPTION

Field Service Engineer





WHAT IS RHEAVITA?

RheaVita is a young, vibrant, innovative and ambitious company **commercializing continuous freeze-drying technology for biopharmaceutical products**. In addition, RheaVita offers pharmaceutical product feasibility studies and provides customers with pharmaceutical product and process development support using its continuous freeze-drying equipment.

Today, almost 50% of FDA and EMA approved biopharmaceutical products are freeze-dried to enable stable product distribution and shelf life without the need for an expensive cold chain. RheaVita has developed the world's first end-to-end continuous freeze-drying solution to address biopharmaceutical product development, manufacturing and supply needs to efficiently reach patients. The patented RheaVita continuous freeze-drying technology is game-changing for the fast-growing biopharmaceutical sector. It allows pharmaceutical companies to achieve rapid product and process development, and highly flexible and efficient manufacturing cycles with 100% controlled product quality. The technology is excellent for the increasing low-volume-high-value product manufacturing market. Hence, it is ideally suited for innovative biological therapies, such as gene therapy, RNA based therapies, antibodies, vaccines, and to produce precision medicines and drug products for rare diseases.

OUR OFFER, BESIDES A COMPETITIVE SALARY AND BENEFITS

RheaVita is a rapidly evolving company that inherently has a dynamic and exciting environment with ample opportunities for personal growth in different areas.

You will have the opportunity to grow your network internationally and to further develop and evolve your field service and engineering talents and skills. In 2021, RheaVita has entered well-connected and brand-new facilities and office space in Belgium's most beautiful city and Life Sciences Hub: Ghent.

WORKING JOB TITLE:

Field Service Engineer

BASIC FUNCTION:

We are looking for a motivated and experienced Field Service Engineer to join our team. As a Field Service Engineer, you will be responsible for providing technical support and helping our customers by responding to their requests for service in a timely and efficient manner. Your duties will also include in house support for R&D purposes.



ORGANIZATION LOCATION:

Based: RheaVita HQ Ghent

Reporting to: Head of Operations

MINIMUM KNOWLEDGE REQUIRED/QUALIFICATIONS:

- Relevant education on mechatronics and control
- A minimum of 3 years technical service experience
- Experience with highly regulated industry (pharma, aviation, semiconductors)
- Fluent in English. Any other European language is a benefit
- This position will require international traveling (20%)
- Knowledge of chemical and/or pharmaceutical processing equipment
- Knowledge of utility systems such as compressed air, industrial steam and chilled water
- Knowledge of process automation systems and logic
- Familiar with SCADA and MES system
- Experience in commissioning and start-up of industrial equipment
- Natural feel with physics and process controls
- Having knowledge of pharmaceutical GMP is an advantage.
- Having experience with calibration techniques is an advantage

RESPONSIBILITIES:

- Supporting internal R&D projects, including testing, troubleshooting, realizing mock-ups and test devices
- Supporting customers through technical and administrative activities, such as IQ/OQ support and problem solving
- Understanding customer needs and concerns
- Providing a high level of customer service
- Preparing and submitting service reports
- Providing technical direction to the team
- Participating in the training of new team members
- Supporting the team with demonstrations of our equipment
- Providing technical support at trade shows when appropriate



COMPETENCIES:

- Minimum of a Bachelor's Degree in Industrial Engineering or similar field
- Minimum of 3 years of experience in a field service management
- Excellent verbal and written communication skills
- Ability to effectively communicate with customers
- Strong problem-solving skills
- Ability to work independently
- Ability to work well in a team environment
- Strong organizational skills
- Ability to work under pressure
- Able to effectively multi-task and to successfully drive concurrent projects to completion



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rheavita.com

Poortakkersstraat 9C
9051 Ghent, Belgium