
Field Service & Systems Engineer

Electron Diffraction Systems (m/f/d)

Join us in building the next generation of crystallography tools.

Location: Allschwil, Switzerland (Basel area) | **Travel:** International travel is an integral part of the role and will vary depending on project phases, customer installations, and service activities.

Who We Are

ELDICO Scientific AG develops and manufactures dedicated electron diffractometers – purpose-built instruments that give pharmaceutical, chemical, and academic researchers fast, reliable access to crystal structures from the smallest samples.

Based at the Switzerland Innovation Park Basel Area in Allschwil, we operate at the intersection of scientific instrumentation and analytical services.

Following successful installations of our ED-1 electron diffractometer at customer sites worldwide, we are entering the next phase of growth: product industrialization, global service expansion, and continuous system optimization.

To support this phase, we are looking for a motivated and hands-on **Field Service & Systems Engineer**.

The Role

This role offers broad responsibility across field operations, system optimization, and service infrastructure development. It is ideal for someone who enjoys variety, takes ownership, and wants to work at the interface between customers, technology, and product evolution.

You will play a central role in keeping our systems running reliably – both in-house and at customer sites worldwide.

Your responsibilities will include:

- Worldwide installation, commissioning, maintenance, and troubleshooting of ELDICO systems
- Building and maintaining strong customer relationships through professional technical support
- Managing and continuously improving service tooling, spare parts, documentation, and operational processes
- Supporting material procurement and inventory for service operations
- Working closely with R&D and Quality Management on system reliability, serviceability, documentation standards, and continuous product improvement
- Contributing to the development and continuous improvement of ELDICO's after-sales service infrastructure, including ticketing, service documentation, and customer support processes
- Optionally supporting the coordination of operational support systems together with external IT providers and internal stakeholders, depending on experience and interest

Many of our customers operate in highly regulated scientific and pharmaceutical environments where documentation quality, traceability, and system reliability are critical. The field service organization therefore works closely with R&D, Quality Management, and customer operations.

You will be ELDICO's primary technical presence at customer sites. While this is not a sales role, your observations about how customers use our systems – what works well, what creates challenges, and where customers are pushing technical boundaries – will directly contribute to product evolution, service strategy, and how we grow as a company.

Your Profile

- Background in **mechatronics, engineering, physics**, or a related technical field
- **Hands-on, pragmatic, and solution-oriented** mindset
- Comfortable working independently in a **dynamic small-company environment**
- Strong sense of **ownership and responsibility**
- Good **communication skills** and customer-oriented attitude
- Fluent in **English** (German is an advantage)
- Willingness to **travel internationally** for installations, maintenance, and customer support

Advantageous Experience

Experience in one or more of the following areas would be beneficial:

- Vacuum technology
- Electron beam systems
- Piezo systems / nanometer positioning
- Scientific instrumentation or analytical systems
- Ionizing radiation systems (**Radiation Safety Officer** certification or willingness to qualify)
- Programming or scripting (Python, MATLAB)
- Service and support platforms (e.g. Zammad, HubSpot Service Hub)
- Coordination of outsourced IT or operational support infrastructure

What to Expect

- A **high-impact role** in a growing deep-tech company
- Direct involvement in **advanced scientific instrumentation** at the frontier of crystallography
- Close collaboration across **service, R&D, quality, and operations** – no silos
- International exposure to leading pharmaceutical companies, research institutes, and industrial laboratories
- A company that is **still building its structures and processes** – where your contribution will directly shape how things are done
- Real responsibility and visibility from day one

Why Join Now

Our first systems are operating successfully in the field. Our next-generation platform is under development. Our global footprint is expanding.

Joining ELDICO now means helping shape how service, reliability, and customer support are built from the ground up.

This role is for someone who wants to do meaningful work at the frontier of scientific instrumentation – travelling internationally, solving complex technical challenges, collaborating with world-leading scientists, and contributing directly to technology that is changing how researchers analyze matter at the nanoscale.

How to Apply

Please send your CV and a brief note about your relevant experience to hr@eldico.ch

Subject line: Application – Field Service & Systems Engineer – [Your Name]

Learn more at eldico-scientific.com