

Customer Service Engineer

LS Instruments AG, a spin-off of the University of Fribourg, is a technology leader in optical characterization including nanoparticle sizing and non-contact rheology. LS Instruments develops advanced scientific instruments for leading global companies and institutions solving complex analytical challenges in life sciences, food & beverage, personal care, and advanced materials.

We do not just build instruments. We create precision tools that empower the most innovative researchers and manufacturers on the planet. Our customers work on drug delivery systems, cancer therapies, sustainable cosmetics and next-generation polymers. You will be part of a Swiss SME with global ambitions, where your contribution directly impacts the success of high-profile projects worldwide.

We are seeking a dynamic and hands-on **Customer Service Engineer to install and maintain scientific instruments at customer sites worldwide, ensure high-level technical support and lead the success of our field operations.** This role is vital to our customer experience and global presence. You will report directly to the **Head of Operations**.

Your role and responsibilities

- Execute instrument installations and maintenance visits at customer sites (up to 40% international travel)
- Perform final assembly, calibration, and configuration of instruments at our facility
- Provide remote customer support: troubleshooting, technical and scientific consulting
- Perform final quality control and testing procedures before delivery
- Assist with service cost and resource estimations to support sales team
- Continuously improve service documentation and procedures
- Deliver scientific training and ensure customer satisfaction from first contact to long-term operation

Your profile

The ideal candidate will have a **degree in Engineering or Physics (Master or PhD level)**, preferably with experience in **instrumentation, optics or nanotechnology**, and be capable of working both independently and collaboratively in cross-

disciplinary teams. You are a **problem-solver**, a **tinkerer**, and someone who enjoys autonomy, responsibility, and impact.

Required technical skills:

- Experience with optical, mechanical, and electronic systems
- Hands-on experience with lab instruments or field equipment
- Strong communication skills and customer-oriented mindset
- Knowledge of basic programming
- Familiarity with ERP or service management tools
- Task management and organization
- Excellent written and spoken English
- French and/or German fluency is advantageous
- Swiss/EU citizenship or valid working permit for Switzerland

Experience in one or several of the following areas is advantageous:

- International customer service or field support
- Scientific training delivery
- Advanced manufacturing or high-tech R&D
- Experience with WebOps, OpenProject, Odoo, osTicket
- Working in small but high-impact teams

What we offer

- Competitive remuneration
- 5 weeks of vacation
- You become part of a growing company where your contribution makes a difference, is valued, and is part of our path to further success
- A company with values dedicated to uncompromising integrity, trust, respect, and teamwork

Does this look like you? If so, we encourage you to send your application, containing a resume and short cover letter to:

jobs@lsinstruments.ch

We look forward to meeting you!