

**Ludlum Systems, a new division of ET Enterprises,
a UK subsidiary of Ludlum Measurements, Inc. (LMI)
is seeking applications/resumes for a:**

Senior Service Engineer

The Senior Service Engineer will report directly to the Services Manager and will be responsible for to support the provision of the Service and Support Division of Ludlum Systems.

Responsibilities and Duties

- Provision of service capability to support the Ludlum Systems business plan.
- Assisting with the development of a European service provision in line with Ludlum Systems business plan
- Completion of all scheduled works to ensure customer expectations are met, KPI's exceeded vs company profitability
- Offers exemplary customer service, including maintaining customer relationships and ensuring repeat customers by upselling products and services and taking care of any customer concerns or complaints quickly and professionally
- Product Specialist for Instrumentation supplied and maintained by Ludlum Systems
- Regularly audits work being done and customer service being provided to ensure all standards are met and that repair work is carried out effectively, correctly, and thoroughly
- Provision of support to Sales and Project teams where required
- Displays extensive working knowledge of industry standards and practices, including product details and company services offered

Requirements

- Extensive knowledge of service and support operations, both within the UK and Europe
- Experience in management / deputy management of service teams
- Experience in using IT and Business Application systems in association with service provision
- Extensive experience in the servicing and maintenance of radiological instrumentation
- Existing Security Clearance to a minimum of SC
- Home based with travel to ET Enterprises offices in Uxbridge and stakeholder sites as required

Please contact Allan Hartfield at ahartfield@ludlums.com for additional details or to submit a Resume.

*LMI offers competitive pay and a great benefit package.
Apply online at www.ludlums.com or apply in person.
You may also send resumes to:*

**HR Department
Ludlum Measurements Inc.
501 Oak Street / P.O. Box 810
Sweetwater, Texas 79556
(325)235-5494
EOE/AA**