

Alcon Careers



Laser Field Service Engineer- Bay Area

Apply

Remote, California

Full time

Posted 30+ Days Ago

End Date: November 29, 2024 (14 days left to apply)

R-2024-34249

At Alcon, we are driven by the meaningful work we do to help people see brilliantly. We innovate boldly, champion progress, and act with speed as the global leader in eye care. Here, you'll be recognized for your commitment and contributions and see your career like never before. Together, we go above and beyond to make an impact in the lives of our patients and customers.

We foster an inclusive culture and are looking for diverse, talented people to join Alcon. As a Laser Field Service Engineer, one will be trusted to provide technical and administrative support activities including preventative maintenance and upgrades on Alcon laser and diagnostic equipment within an assigned geographical region – focusing on excellent customer service and satisfaction while achieving defined financial objectives in San Francisco, CA and surrounding areas!

Primary Responsibilities:

- Perform reactive, corrective and preventive maintenance, retrofits, upgrades and system installations on qualified Alcon equipment as advised.
- Handles daily schedule with assistance from dispatch, manager and senior team members while delivering on time and accurate documentation.
- Account and adjust for customer happiness in assigned territory.
- Maintain timely communications with customers, managers, regional and multi-functional teams – promptly addressing customer concerns, quality assurance and medical safety issues.
- Remain current and align with company financial, travel and expense guidelines on expenses and inventory management through reports, cycle counts, and operational duties including training, trade shows and regional support.
- Exhibit a professional appearance and strategically promote Alcon services to customers.

- Protect and maintain company assets (vehicle, test equipment, tools, computer, software, communication devices etc.)

Key Requirements/Minimum Qualifications:

- Associate's Degree or equivalent years of directly related experience
- The ability to fluently read, write, understand and communicate in English
- 2 Years of Relevant Experience

How To Thrive At Alcon:

- Collaborate with teammates to share standard methodologies and findings as work evolves!
- Balance experiencing new environments and working with an 80% travel schedule.
- Please note that neither sponsorship nor relocation is available for this role.

Travel Requirements: Some travel/overnight stays required

Territory: San Francisco, CA north on the coast line to OR border and a little to the south of the city

Alcon Careers

See your impact at alcon.com.careers

ATTENTION: Current Alcon Employee/Contingent Worker

If you are currently an active employee/contingent worker at Alcon, please click the appropriate link below on the Internal Career site.

[Find Jobs for Employees](#)

[Find Jobs for Contingent Worker](#)

Total Rewards

Alcon's Total Rewards programs are designed to align to incentives with business goals, encourage the values and behaviors, and deliver long-term value. The first layer of our rewards program is compensation. We offer a combination of fixed pay and variable pay, which includes short-term incentives, and long-term incentives for eligible population. Our benefits program provides security for life events through life and disability insurance, supports savings for retirement, promotes good health and well-being and supports associates and their families during times of illness. To learn more about Alcon's Corporate Social Responsibility including our Total Rewards, [click here](#)

Pay Range

\$37.12 - \$55.67

Pay Frequency

Hourly

Alcon is an Equal Opportunity Employer and participates in E-Verify. Alcon takes pride in maintaining a diverse environment and our policies are not to discriminate in recruitment, hiring, training, promotion or other employment practices for reasons of race, color, religion, gender, national origin, age, sexual orientation, gender identity, marital or veteran status, disability, or any other legally protected status. Alcon is also committed to working with and providing reasonable accommodation to individuals with disabilities. If, because of a medical condition or disability, you need a reasonable accommodation for any part of the

application process, or in order to perform the essential functions of a position, please send an email to alcon.recruitment@alcon.com and let us know the nature of your request and your contact information.

About Us

Alcon

SEE BRILLIANTLY

At Alcon, we are committed to helping people see better. We believe patients should have access to quality eye care regardless of their economic circumstances; however, barriers to good eye health exist for patients in both developed and emerging markets. Alcon develops and manufactures innovative devices to serve the full life cycle of eye care needs. Its surgical group is one of the largest makers of equipment used for cataract removal and laser vision correction. Its consumer products include the well-known Opti-Free line of contact lenses.

[Read More](#) 

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