

Job Description

Pipette Calibration Technician I, II, and Senior

The Pipette Calibration Technician (Tech I, Tech II, Tech SR) reports directly to the Team Leader, Manager or Director, depending upon the organizational structure. These positions are non-exempt. Thirty percent travel may be required. This job description is applicable to Pipette Calibration Technicians, levels I, II, and Senior.

Expectations:

Pipette Technicians are expected to take a proactive role in supporting the Pipette Services Team and in providing client pipette support. The Pipette Technician is expected to build a high level of trust with internal and client personnel. This trust is developed through consistently upholding PCI Values and demonstrating Honesty, Integrity, Pride, Accountability, Teamwork, and Commitment.

In addition to the above expectations, the Tech II is expected to identify and execute tasks that enhance the ability of PCI to provide an 'added value' service for clients and provide guidance and direction on technical issues. Tech II's have the ability to pull on a higher level of technical experience and expertise to troubleshoot issues, as well as assist in providing innovative, creative, effective, and long-term solutions.

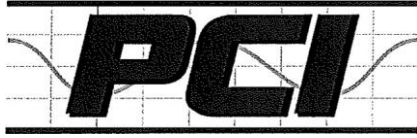
In addition to the above expectations, the Tech SR is expected to interact at a high with the Client, Project, and PCI Consultant to provide strategic direction. This high level of interaction is developed through consistently being a the technical subject matter expert by providing high level direction, tactical thoroughness, reliability, strategic initiative and consistent follow-through. The Tech SR works closely with clients to evaluate, demonstrate, and initiate value-added solutions and services,

Responsibilities/ Assignments:

Pipette Calibration Technician I

- Works with basic laboratory instrumentation, as well as operates computer-based applications utilized in a laboratory environment. Further develops technical skill whenever possible through internal or external training programs.
- Completes calibrations, qualifications, PMS and changes with GxP documentation in an accurate and timely manner and in accordance with PCI and Client Standard Operating Procedures (SOPs).
- Always considers safety when executing tasks and projects. Ensures that PCI work areas are safe, neatly organized and professional on-site and in office.
- Places high priority on internal and external customer service. Listens to clients' needs and works with Tech II's, Tech SRS, or Team Leaders/Managers to come up with effective solutions.
- Displays professionalism with appearance and with written and verbal communication. Provides regular updates on projects to Tech SRS, Team Leader/Managers.
- Plans in advance and is prepared with the correct supplies and equipment for each job.
- Timesheets and expense reports are completed weekly with accurate labor and expense codes.
- Is ethical and trusted among clients and partners. Supports and furthers the PCI Success Philosophy.
- On average, 90 - 95% of work time will be utilized completing calibration and maintenance events.
 - Is attune to potential new opportunities for PCI when at a client site or interacting with a client and relays this lead back to Leader/Manager.

Pipette Calibration Technician II (in addition to those listed above)



Job Description

- Provides peer review and quality oversight for technical work product and GxP documentation. • Assists with management of standards. Conducts higher level execution with regard to planning, parts, repairs, data management, volume control, workflow, productivity, supplies, and equipment needs.
- Provides effective solutions to client expectations and issues and works with Tech SRS or Team Leaders to implement. Consistently follows up to ensure client satisfaction. Based on business needs, assumes responsibility and ownership for certain client relationships and accounts. • Develops and creates quotes or proposals; assists with the development of complex proposals. Communicates effectively with clients and prepares summary reports for management.
- Professional, diplomatic, and tactful with potentially sensitive issues; has a good understanding of the business case. Comfortable dealing with all levels of management and clients, respected by peers and clients.
- May assist in PCI onboarding process, mentors less experienced associates and provides formal training in certain areas of expertise.
- Is familiar with all PCI service offerings and is comfortable exploring potential leads while at client sites.

Senior Pipette Calibration Technician (in addition to those listed above)

- Strong understanding and interpretation of Government Regulations, as well as, instrumentation and calibration principles to provide training and guidance to Tech I and Tech II technicians. Develops and updates PCI Policies and Procedures. Assists clients with development and revision of policies and procedures as necessary.
- Provides oversight and ensures the project planning is complete, timely, on budget, accurate documentation, correctly coded timesheets, and incorporates effective scope changes. • Builds strong relationships with clients to gain a thorough understanding of their needs and requirements. Provides effective and long term solutions independently with minimal to no management input. High degree of effective and creative judgment to resolve complex PCI and client issues.
- Takes client relations initiative and proactively seeks to expand PCI services. Provides project coordination in oversight of scheduling, resource allocation, proposal and quotation development, fixed cost and T&E project management for profitability. A Senior Technician may lead projects and serve as "Account Manager" for select clients based on strong client ties and business needs.
- Strong adaptability to circumstance and project change while championing the PCI Success Philosophy and encouraging teammates to support each other for great project results.
- On average, 85 - 90% of work time will be utilized completing calibration and maintenance events.

Skills Required:

Pipette Calibration Technician I

- > Familiar with pipettes and laboratory instrumentation including those that are computer-based. ➤ Ability to make independent decisions within defined scope of work, seeks clarification and direction when needed.
- > Understands and applies basic concepts of calibration and calibration requirements including accuracy testing requirements.
- > Ability to climb stairs; climb on equipment such as tanks. Moderate to heavy lifting.
- > Must have a valid driver's license and good driving record.
- > Working knowledge of MS Office suite.
- > Understanding of GMP/GLP and Life Science industry regulations.

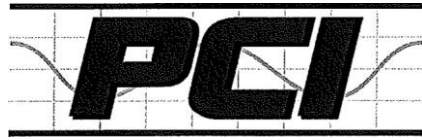
Job Description

Pipette Calibration Technician II (in addition to those listed above)

- Can independently prepare standards per Standard Operating Procedures (SOPs) and project requirements.
- > Strong knowledge in the photometric and gravimetric method used for pipette calibration; USP balance calibration guidelines and application.
- > Skilled with calibration management database systems, including but not limited to adding assets, creating work, completing work, and query design.
- Strong familiarity of pipette calibration environmental standards and specific tools required for successful job completion.
 - Strong working knowledge of test equipment and capabilities such as tolerance requirements and
 - Extensive experience working under strict standards, including ISO, FDA, USP, ASTM and NIST.
- > Understands reverse traceability and can execute for PCI and clients, as well as, assist impact assessment and analysis.
- Expert in pipette parts inventory, application and availability.
- Understands the difference between Bench and Field Calibration, as well as the difference between Loop and Stand Alone Equipment Calibration.
- Can support identification and classification of instruments that include but are not limited to:
 - Critical; Non-Critical; Reference Only.
- Strong written skills with the ability to develop and create quotes or proposals.

Senior Pipette Calibration Technician (in addition to those listed above)

- Subject Matter Expert with regard to technical abilities and capabilities.
- Understands the business case and has an appreciation of financial issues and profit and loss implications. Expert knowledge of PCI instrumentation and calibration practices.
- Excellent analytical skills with attention to detail while keeping strategic company goals in focus. ➤ Thorough understanding of Pharmaceutical and Life Science Industry calibration concepts and requirements. General knowledge of facility systems such as water and air handling.
- Thorough understanding of GxPs in the Pharmaceutical and Life Science Industry.
- General electrical panel and steam supply knowledge and safety practices.
- Strong application and documentation knowledge of control loops that relate to systems that measure and control, temperature, pressure, flow, power, position, motion, physical properties, chemical composition and other process variables. Moreover, the difference and application importance of calibrating an individual component and calibrating an instrument as part of a bigger process control loop.
- Strong understanding of laboratory work flows and equipment processes, particularly how instruments are specifically utilized to achieve effective results; as laboratories and calibration departments have production schedules and deadlines that require nimble technical expertise and flexibility.
- > Well rounded calibration and preventive maintenance experience with general lab equipment that include but are not limited to: refrigerators; freezers; incubators; centrifuges; transducers; ovens; balances; pH and conductivity meters, chart recorders, and monitoring systems and system components.
- > Strong knowledge in the design and application of thermocouples, RTDs and thermistors.
- > General knowledge of high end analytical instrumentation, calibration, and preventive maintenance that include but are not limited to: LC; GC; dissolution systems; UV/Vis; titrators. ➤ Expert in pipette calibration, preventive maintenance, troubleshooting and repair.
- Thorough knowledge of PCI USP balance calibration and criticality application.



Job Description

➤Strong CMMS application knowledge that includes but is not limited to: Query Design; Report Types; KPI's; MDT design and application.

Experience & Education Required for Pipette Calibration Technician I:

A four-year degree in Life Sciences, Engineering, Electronics, or other related technical field; or a two year degree and two years of laboratory experience, or the equivalent combination of education and experience. Pharmaceutical industry or quality system experience is preferred.

Experience & Education Required for Pipette Calibration Technician II:

A four-year degree in Life Sciences, Engineering, Electronics, or other related technical field, and two years of laboratory experience; or a two-year degree and four years of laboratory experience, or the equivalent combination of education and experience. Pharmaceutical industry or quality system experience is strongly preferred.

Experience & Education Required for Senior Pipette Calibration Technician:

A four-year degree in Life Sciences, Engineering, Electronics, or other related technical field with four years of laboratory experience or the equivalent combination of education and experience.

Calibrations and Instrumentation, LLC