Field, Drachten, Friesland

As a result of the combination of the BD Biosciences and Diagnostic Solutions business with Waters Corporation (NYSE: WAT), by applying to this role, you will be applying for a position with Waters. Waters is a global leader in life sciences, dedicated to accelerating the benefits of pioneering science through analytical technologies, informatics, and service. With a focus on regulated, high-volume testing environments, Waters' innovative portfolio harnesses deep scientific expertise across biology, chemistry, and physics. Waters collaborates with analytical laboratories around the world to advance the release of effective, high-quality medicines, assure the safety of food and water, and drive better patient outcomes by detecting diseases earlier, managing routine infections, and combatting growing antibiotic resistance. Through a shared culture of relentless innovation, Waters' passionate team of approximately 16,000 colleagues partner with customers to turn scientific challenges into breakthroughs that improve lives worldwide.

We are the people who give possibilities purpose

BD is one of the largest global medical technology companies in the world. Advancing the world of health™ is our Purpose, and it's no small feat. It takes the imagination and passion of all of us—from design and engineering to the manufacturing and marketing of our billions of MedTech products per year—to look at the impossible and find transformative solutions that turn dreams into possibilities.

Job Description

As the BD COR Technical Instrument Expert, you will collaborate closely with Customer Remote Support, Field Service Engineers, Regional Support teams, Technical Specialists, Applications, Sales & Marketing, and global service organizations to support the successful deployment, operation, maintenance, and continuous improvement of the BD COR platform.

As part of the Advanced Diagnostic eXpertise (ADx) Technical Services organization, the Technical Instrument Expert BD COR serves as the regional technical authority for the BD COR PX, GX and MX platforms across Belgium, the Netherlands, and the wider EMEA region.

Reporting to the EMEA Regional Support & Training Manager, this role provides expert-level technical support, escalation management, training, and service readiness leadership to strengthen customer uptime, accelerate issue resolution, and build regional technical capability.

Responsibilities

- Serve as the technical escalation point for complex BD COR instrument, software, workflow, and connectivity issues.
- Diagnose and resolve advanced technical issues remotely and onsite to maximize instrument uptime and customer continuity.
- Deliver technical training and coaching to Field Service Engineers and technical support teams.
- Support new product introductions, software releases, upgrades, and service readiness activities.
- Partner with Customer Remote Support and Field Service teams to drive timely issue resolution.
- Analyze recurring technical issues and performance trends to identify improvement opportunities.
- Contribute to knowledge sharing and capability building across the EMEA service organization.
- Maintain accurate technical documentation and ensure compliance with quality and regulatory requirements.

Preferred Qualifications

- Degree in Engineering, Electronics, Automation, Electromechanics, Software, Physics, or equivalent technical experience.
- Experience supporting complex diagnostic instruments, laboratory automation systems, or electromechanical platforms.
- Strong troubleshooting and problem-solving skills, with the ability to independently diagnose hardware and software issues.
- Knowledge of PC hardware, networking, laboratory information systems (LIS), middleware, databases, and connectivity solutions.
- Excellent communication, training, and presentation skills.
- Customer-focused with the ability to work effectively across multicultural teams.
- Willingness to travel extensively across Belgium, the Netherlands, and wider EMEA.

This is a field-based position supporting customers and internal stakeholders across

Belgium, the Netherlands, and wider EMEA.

The successful candidate must be willing to travel extensively, including overnight stays, to support installations, escalations, upgrades, service readiness activities, and training delivery. Travel may represent up to 70% of working time depending on business needs.

Candidates should be located in Belgium or the Netherlands, preferably within easy access of a major international airport.

Why Join Us?

To find purpose in the possibilities, we need people who can see the bigger picture, who understand the human story that underpins everything we do. We welcome people with the imagination and drive to help us reinvent the future of healthcare. At BD, you'll discover a culture in which you can learn, grow and thrive.

We believe that when people connect in person, we learn faster, collaborate more deeply, and build a stronger culture. Join us and enjoy a culture where face-to-face collaboration supports your learning, your progress, and your success.

To learn more about BD visit https://bd.com/careers(opens in new window).

Becton, Dickinson, and Company is an Equal Opportunity Employer. We evaluate applicants without regard to race, color, religion, age, sex, creed, national origin, ancestry, citizenship status, marital or domestic or civil union status, familial status, affectional or sexual orientation, gender identity or expression, genetics, disability, military eligibility or veteran status, and other legally protected characteristics.

Required Skills

Optional Skills

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Primary Work Location

NLD Drachten – Kraaiheide

Additional Locations

BEL Erembodegem – Dorp 86

Work Shift

At BD, we reward, support and develop our associates through our comprehensive Total Rewards program. We are committed to attracting and retaining high quality talent by providing reward and recognition opportunities that promote a performance-based culture, as well as a competitive package of compensation and benefits programs. You can learn more on our career site under “Our Commitment to You(opens in new window).”

Our salary or hourly rate ranges reward associates fairly and competitively. We regularly review these ranges and factors, such as location, contribute to the range displayed.

Our pay is based on the role and the necessary skills and education to perform it successfully. The salary or hourly rate offered is determined by the role’s specific requirements, including any applicable step rate pay system at the work location. Salary or hourly pay ranges are influenced by labor laws and Collective Bargaining Agreement (CBA) requirements applicable to the work location which may also affect the workplace arrangement of the role.

Salary Range Information€58.800,00 – €89.700,00 EUR Annual