

Scienta Omicron – Global Service & Support Manager

Global Service & Support Manager • Scienta Envinet • Uppsala, Sweden

Scienta Envinet is a world-leading provider of integrated systems for radiation detection, monitoring, and nuclear safety. Formed by combining Scienta Sensor Systems — the global leader in xenon detection for nuclear weapons test-ban verification — and Envinet GmbH, a world leader in gamma detection ring systems for nuclear power safety monitoring, the company offers one of the most comprehensive portfolios in the sector.

Scienta Envinet develops and integrates advanced sensors and central monitoring software. Its solutions are widely used across three core application areas: Nuclear Test-Ban Verification, Nuclear Surveillance, and Environmental Radiation Monitoring. Detection systems are installed globally and continuously monitor radiation levels in more than twenty countries, serving intergovernmental organizations (including IAEA and CTBTO), regulatory bodies, departments of defence, and research agencies.

Scienta Envinet is headquartered in Uppsala, Sweden, with an additional base in Munich, Germany and sales representatives in China and the US.

The role

We are looking for a **Global Service & Support Manager** to build and lead our global service and support organisation and ensure that customer deliveries and service activities are planned and executed successfully.

You will make sure that the right people, parts, equipment, and information are in place when needed. You will coordinate priorities, resources and dependencies across System Engineering, Manufacturing, Service and our teams in Uppsala and Munich.

This is a hands-on leadership role for someone who combines strong planning and execution with a customer-focused mindset. You may come from field service, technical support or service management, but we are equally interested in an experienced project manager who knows how to coordinate complex technical deliveries, manage multiple dependencies and make sure commitments are met.

Alongside the day-to-day operational responsibility, you will have the opportunity to shape how Scienta Envinet supports its customers globally: developing our processes, capabilities and commercial service offering as our installed base continues to grow.

The position is based in Uppsala and reports to the Managing Director of Scienta Envinet.

Key responsibilities

- **Build and manage the global service and customer support organisation** across the entire Scienta Envinet product portfolio
- **Lead the Uppsala System Engineering team**, responsible for final testing, installation, and field work for the Uppsala business unit, while coordinating resources and support from the Munich business unit.
- **Plan and coordinate customer deliveries, installations and service activities**, ensuring that the right people, parts, equipment, documentation and customer preparations are in place at the right time
- **Maintain visibility of upcoming commitments, resource requirements and dependencies** across the service and delivery pipeline, identifying risks early and driving actions through to completion
- **Own and continuously improve the Uppsala delivery process**, from order handover and planning through

final test, shipment, installation and customer acceptance

- **Be willing to work alongside the System Engineering team when needed**, including customer visits and international travel.
- **Represent Scienta Envinet with customers**, attend conferences and customer visits together with sales and service colleagues.
- **Develop the capability of our service organisation** through effective processes, systems, documentation, tools and training
- **Work closely with product management, sales, and R&D to develop our service strategy and portfolio**, including training programmes, upgrade packages, and billable service offerings.
- **Coordinate methodology and resources** between Uppsala and Munich where appropriate, helping us to operate increasingly as one global service organisation
- **Ensure learning from customers, service, and delivery experience is fed back into R&D and Product Management**, helping ensure that serviceability, installation and lifecycle requirements are considered in product development.

Who you are

- University degree in engineering, science or another relevant discipline, or equivalent experience from working with complex technical products, projects or operations.
- Several years of experience from one or more of the following: technical service, field engineering, customer delivery, technical project management, or customer support in an industrial or instrumentation-oriented business
- Excellent planner and coordinator, able to translate customer commitments into concrete activities. You should be comfortable owning deadlines whilst managing multiple parallel activities and changing priorities
- Proven leadership experience, either from managing a team directly or from leading projects, processes, or customer engagements with clear ownership and accountability.
- Experience developing or improving ways of working — processes, methodology, documentation, or quality of delivery — in a technical organisation.
- A customer-facing mindset: comfortable representing the company on site, handling escalations, and building long-term customer relationships.
- Structured and hands-on, with the ability to switch between operational work and building for the longer term.
- Fluent in English, spoken and written. Swedish and/or German is an advantage given our Uppsala and Munich sites.
- Willing and able to travel internationally on a regular basis.

Additional qualifications we value

- Ambition and curiosity around applying AI in service operations and offerings.
- Experience from sales or product management, particularly in developing and commercialising service offerings.

What we offer:

- **Competitive compensation** – including a comprehensive pension scheme and SEK 5,000 per year in wellness allowance.
- **International travel** – explore new countries, meet people from different cultures, and gain valuable international experience.
- **Great colleagues** – become part of a collaborative, supportive, and knowledgeable team.

- **Real influence** – have the opportunity to shape how we work, contribute your ideas, and make a difference.
- **Professional growth** – develop your skills and take on new challenges in a company that values initiative and continuous learning.
- **Global opportunities** – be part of a globally active group of companies, giving you access to an international network and exciting career opportunities.

Join us and build your future in a dynamic, international environment where you'll have the opportunity to grow, take responsibility, and make a real impact.

Practical details

Location: Uppsala, Sweden

Reports to: Managing Director, Scienta Environet

Travel: Estimated share of travel, 10-20%

Start date: Immediate

How to apply

We encourage you to apply as soon as possible, as applications will be reviewed on a rolling basis.

Contact person: Managing Director Phil Pickering, phil.pickering@scientaenvironet.com

About Scienta Environet

This position is offered by Scienta Environet. To learn more about the company, please visit: scientaenvironet.com

<https://scientaomicron.com/en/>