

Field Service Engineer (Medical Devices)

Reference No.: 1CFF1
Language: Advanced English
Location: Greater Toronto Area-Ontario
Salary: 70K - 80K + bonus
Benefits: Included
Account Manager: Marijke Kanters
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Job Type: full time permanent

Description

Great new opening for an experienced Field Service Engineer (FSE) with a growing Medical Devices (Diagnostics) company. In this position the individual will plan and coordinate activities with installing/maintaining instrumentation, investigating and resolving customer reports of problems with instruments, to drive customer satisfaction, and minimize future operational or service difficulties by performing the following duties. Full time, permanent position. Salary base: 70K - 80K (based on experience), 3-5 % bonus, car or car allowance, full benefits, RRSP's with company match up to 6%. gas. mileage, overtime paid after 40 hours. Must be fully vaccinated and have valid drivers license & passport. Must be based in Greater Toronto Area - Territory is Ontario.

Responsibilities

- Provides Curative/Emergency Service, Preventive Maintenance, Updates (TBs), at customer's facility
- Installs instruments at customer's facility, sales demos, product shows, etc, to ensure full functionality according to company specifications.
- Provides on-site and remote support to all Digital Products. Includes installation and initial configuration of Coag. One, and various Middle Ware/ Instrumentation configurations.
- Develop Digital Product knowledge and understanding in order to aid/support company's Digital Product Sales and Marketing initiatives and strategies
- Documents and records information to be included in the repair records in accordance with SOPs and regulatory agencies.
Analyzes, reviews and inspects findings to determine source of problem via telephone and/or on-site.
- Performs troubleshooting to repair, replace necessary parts, or other corrective action to ensure optimal operation on analyzers per SOP.
- Coordinates problem resolution within Field Support Group and other personnel to expedite repairs. Minimize down time and drive Customer Satisfaction.
- Adheres to all company policies and procedures.
- Provides a communication link between the customer and the company to help ensure that effective service is provided to the customer.
- Demonstrate proper operations to end users.
- Responsible for effective management of company resources and equipment such as parts, tools, trunk stock, etc.
- Escalate all open or reoccurring issues in a timely manner for prompt resolution per SOP.
- Review regional service contract metrics in order to drive customer contract renewal growth among primary accounts.
- Special projects as assigned by Field Support Manager.
- Escalate all open or reoccurring issues in a timely manner for prompt resolution per SOP.
- Provides applications troubleshooting as required.
- Conducts basic on-site in service training of proper operation of company instrumentation.
- Supports Sales, technical support and Marketing departments to foster teamwork and synergy.

Qualifications

- High School diploma or general education degree (GED) with minimum 3 years related experience troubleshooting and repairing diagnostic equipment required. Or Associate Degree or equivalent from two-year college or a certificate from a Technical/Military school in a related field strongly preferred; Bachelor's degree in related field from four-year college or university preferred.
- Must have strong English verbal and written communication skills
- Valid Driver's License.
- Must be located in the Greater Toronto Area and within 1 hour drive to international airport.
- Ability to travel outside of designated territory, as needed. Up to 75% overnight travel may be required depending on territory. Ability to travel internationally (to the US), including corporate office in New Jersey.
- To perform this job successfully, an individual should have knowledge of Database and Internet software; Windows NT, XP and DOS.
- This job requires the individual to be fully vaccinated against COVID-19, absent a legally required accommodation, as determined by customer requirements