

<b>Description</b>	
<b>Job Title</b>	Service Lead
<b>Reports to Title</b>	VP Operations
<b>General Accountability</b>	<p>Our mission is to Profoundly change the standard of care by creating a tomorrow where clinicians can confidently ablate tissue with precision; a tomorrow where patients have access to safe and effective treatment options, so they can quickly return to their daily lives. Changing the standard of care is part of our fabric. We are a group of energetic, problem-solvers focused on innovation, and looking to change the world. If you want to make a Profound impact with your career, here is your chance.</p> <p>The Service Lead ensures that all customer and clinical sites using the company’s product are free of technical issues. When an issue exists, they ensure that field service resources have the technical training to resolve problems as early as possible and provide technical expertise when the issues need to be escalated.</p>
<b>Duties and Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Act as the escalation point for all technical issues experienced by global field service personnel and internal Clinical Application Support team</li> <li>2. When required travel to customer sites to provide field support and training</li> <li>3. With input from Engineering and Manufacturing create documentation and electronic reference material to support the field service of products. Specifically, create installation and troubleshooting guides and videos.</li> <li>4. Assist with the design of a Service web portal to provide service and customers access to information to support troubleshooting and product operation. Maintain information on the site as needed</li> <li>5. Assist with the establishment of a 3<sup>rd</sup> party global service team; develop documentation, procedures, provide training and monitor performance as needed</li> <li>6. Track customer complaints and returned product, lead investigation and root cause determination</li> <li>7. With Engineering and Manufacturing teams assist with the implementation of changes resulting from customer complaints then plan and schedule field upgrades with regional teams. Assist with upgrades onsite as needed</li> <li>8. Maintain field service records as support is provided and upgrades are deployed</li> <li>9. Participate in product design activities representing design for serviceability and product quality representing both internal customers and end users</li> <li>10. Review all design verification plans and manufacturing test plans, and drive improvement to these plans, to proactively eliminate potential defects</li> </ol>

**JOB DESCRIPTION – SERVICE LEAD**

<b>Competencies</b>	
<b>Education</b>	Engineering undergraduate degree or other degree in science
<b>Certifications</b>	N/A
<b>Key Attributes (experience, skills and technical knowledge)</b>	<ul style="list-style-type: none"><li>• 7-10 years industrial experience in medical device industry or a similar industry (instrumentation, industrial equipment, etc.)</li><li>• Experience supporting customers and users with high tech and complex products</li><li>• Specific experience with electronics, controls and software troubleshooting</li><li>• Hands on experience with CRM business systems, Salesforce preferred</li><li>• Above average skills with Excel and the ability to collect and present Service and product performance metrics</li></ul>