

<i>Description</i>	
<b>Job Title</b>	Field Service Engineer
<b>Reports to Title</b>	Service Manager
<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, while making a difference in other people’s lives, here is your chance.</p> <p>The Field Service Engineer provides onsite new product start-up (site assessments and installation), maintenance and troubleshooting services. From the site assessment visit, they will create and manage a project plan to ready the site for product installation. Once operational, they will recommend parts and service solutions to improve machine uptime, maintenance and operation. When not traveling, the Field Service Engineer will perform proactive sales and service tasks including, but not limited to, troubleshoot customer issues via telephone, email and online meetings, prepare spare parts quotes, order entry, and customer follow-up.</p>
<b>Duties and Responsibilities</b>	<ul style="list-style-type: none"> <li>• Travel to customer sites to perform site assessment as well as install, commission, maintain, and troubleshoot Profound products</li> <li>• Create and manage a project plan to ready the site for product installation (facility modifications, MRI software upgrades and IT networking).</li> <li>• Secure customer acceptance of installation and repair sign-off.</li> <li>• Interface with the MRI OEM field service organization as needed</li> <li>• Support defining and executing field service strategy for Profound products.</li> <li>• Organize and prioritize schedule in accordance with customer requirements to determine needs for immediate attention, onsite visits, and remote assistance</li> <li>• When required, enter parts orders, generate and follow-up parts quotes</li> <li>• Collaborate with Quality and Engineering to improve test methods and find resolution for problems</li> <li>• Work with IT departments at customer sites for proper equipment networking</li> <li>• Contribute to the establishment of a professional service team at the company</li> <li>• Responsible for creating documentation and electronic reference material to support the field service of</li> </ul>

	<p>products. Specifically, installation and troubleshooting manuals.</p> <ul style="list-style-type: none"> <li>• Maintain field service records as support is provided and upgrades are deployed</li> <li>• Participate in product design activities representing design for serviceability and product quality representing both internal customers and end users</li> <li>• Interact with clinical, engineering and operations teams to drive the resolution of technical issues</li> <li>• Executes other ad-hoc projects as assigned by manager.</li> </ul>
<p><b>Competencies</b></p>	
<p><b>Education</b></p>	<p>B.S. in Electrical Engineering, Electronics, Biotech, Biology or Chemistry related fields or equivalent experience.</p>
<p><b>Key Attributes (experience, skills and technical knowledge)</b></p>	<p><b>Required:</b></p> <ul style="list-style-type: none"> <li>▪ Minimum 3 years’ experience diagnosing and repairing mechanical, electromechanical and/or electronic equipment</li> <li>▪ Experience with complex systems which interface with OEM products and hospital IT. Experience with MRI an asset.</li> <li>▪ Excellent customer focus with ability to reliably respond to inquiries, communicate and interact with Scientists that possess advanced Degree</li> <li>▪ Excellent verbal, written, MS Office, computer, technical data, and networking communication and presentation skills, with ability to communicate complex technical issues in an easy to understand manner</li> <li>▪ Excellent organizational skills with ability to work independently, prioritize, multi-task, follow through, and meet deadlines within an entrepreneurial and customer-focused work environment</li> <li>▪ In-depth knowledge of quality management systems (ISO 9001 or ISO 13485)</li> <li>▪ Ability and willingness to travel within the United States approximately 70-80% as required. Limited travel to other regions may also be required</li> <li>▪ Exemplify willingness and flexibility in working differing time shifts to accommodate customer needs.</li> </ul>