

Description	
Job Title	Customer Service Engineer
Reports to Title	VP International Sales
General Accountability	<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 Customer Service Engineer provides, site assessments, new or upgrade installations, preventive maintenance and troubleshooting services. From these visits, they will recommend parts and service solutions to improve system uptime, maintenance and operation. When not traveling, the Customer 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. In that capacity the Customer Service Engineer will also work very closely with the sales and clinical application specialists team as well as with the operations team.</p>
Duties and Responsibilities	<ul style="list-style-type: none"> • Travel to customer sites for site assessments the, installation, commissioning, preventive maintenance, and troubleshooting of Profound products • Secure customer acceptance of installation and repair sign-off. • Act as the link between the OEM MR field service organization and Profound as needed • Support defining and executing field service strategy for Profound products in general or towards special customer or country/authority requirements • Document and manage all relevant customer activities within the CRM system • Organize and prioritize schedule in accordance with customer requirements to determine needs for immediate attention, onsite visits, and remote assistance • When required, enter parts orders, generate and follow-up parts quotes • Collaborate with Quality and Engineering to improve test methods and find resolution for problems • Work with IT departments at customer sites for proper equipment networking • Contribute to the establishment of a professional service team at the company • Responsible for creating documentation and electronic

	<p>reference material to support the field service of products. Specifically, installation and troubleshooting manuals.</p> <ul style="list-style-type: none"> • Maintain field service records as support is provided and upgrades are deployed • Participate in product design activities representing design for serviceability and product quality representing both internal customers and end users • Interact with the engineering and operations team to drive the resolution of technical issues • Executes other ad-hoc projects as assigned by manager.
Competencies	
Education	B.S. in Electrical Engineering, Electronics, Biotech, Biology or Chemistry related fields or equivalent experience.
Certifications	
Key Attributes (experience, skills and technical knowledge)	<p>Required:</p> <ul style="list-style-type: none"> ▪ Minimum 3 years’ experience diagnosing and repairing mechanical, electromechanical and/or electronic equipment ▪ MR and intra-operative modality experience ▪ Excellent customer focus with ability to reliably respond to inquiries, communicate and interact with Scientists that possess advanced Degree ▪ 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 ▪ Excellent organizational skills with ability to work independently, prioritize, multi-task, follow through, and meet deadlines within an entrepreneurial and customer-focused work environment ▪ In-depth knowledge of quality management systems (ISO 9001 or ISO 13485) ▪ Able to travel as needed by the business within Europe, Middle East, Africa or other international markets ▪ Exemplify willingness and flexibility in working differing time shifts to accommodate customer needs.