

Description	
Job Title	Field Service Specialist – U.S.
Reports to Title	Manager, Service
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 Field Service Specialist provides, onsite support primarily in the U.S., through maintenance and troubleshooting services. From these visits, they will recommend parts and service solutions to improve machine uptime, maintenance and operation. When not traveling, the Field Service Specialist 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>
Duties and Responsibilities	<ul style="list-style-type: none"> • Perform and support all installation activities for Profound Products including but not limited to site assessments, installations, maintenance and troubleshooting. • Conduct MR testing to support product development activities (typically at hospital sites during off-hours, schedule and travel flexibility is a requirement). • Act as the primary link between customer and Profound as needed. • Document service records and activities according to the company QMS processes for service visits and upgrades deployed to the field. • Perform calibration of company products as required. • Execute test protocols, troubleshooting protocols for hardware, software and systems aspects of the company’s products • Investigate methods of increasing efficiency in MR testing and development activities. • Regularly participate in MRI phantom testing activities for new product revisions. • Support executing and improvement of field service strategy for Profound products. • 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 • Work with IT departments at customer sites for proper

	<p>equipment networking</p> <ul style="list-style-type: none"> • Contribute to the establishment of a professional service team at the company • Responsible for creating documentation and electronic reference material to support the field service of products. Specifically, installation and troubleshooting manuals. • Participate in product design activities representing design for serviceability and product quality representing both internal customers and end users • Interact with the engineering, quality and operations team to drive the resolution of technical issues • Executes other ad-hoc projects as assigned by manager.
<p>Competencies</p>	
<p>Education</p>	<p>B.S. in Biomedical Engineering , Biotech, Electrical Engineering, or Electronics related fields or equivalent experience.</p>
<p>Certifications</p>	<p>None</p>
<p>Key Attributes (experience, skills and technical knowledge)</p>	<ul style="list-style-type: none"> ▪ Minimum 2 years MRI experience required (clinical, research, MRI technologists or service) ▪ Strong multi-tasking skills, self-sufficiency, resourcefulness is a must for this exciting, fast paced environment. ▪ Good critical thinking and analytical troubleshooting and problem skills ▪ Ability to travel on short notice in the US 80% of the time. ▪ Demonstrated ability to work as part of a team and independently with strong initiative and accountability. ▪ Excellent customer focus with ability to reliably respond to inquiries, communicate and interact with health care professionals and 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 follow through, and meet deadlines within an entrepreneurial and customer-focused work environment ▪ Working knowledge of quality management systems (ISO 9001 or ISO 13485) ▪ Exemplify willingness and flexibility in working differing time shifts to accommodate customer needs. ▪ Working knowledge of operating multiple OEM MRI’s is an asset.