PROFOUND	JOB DESCRIPTION – FIELD TEST AND SERVICE ENGINEER (US)

Description	
Job Title	Field Test and Service Engineer (US)
Reports to Title	Service Manager
General Accountability	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. We are changing the paradigm for treating diseases such as prostate cancer by using real-time MR Imaging, thermal ultrasound and close-loop temperature feedback control, to gently ablate the diseased tissue with minimal side effects. If you share our values and want to work in a collaborative results focused culture and want to make a Profound impact in healthcare and your career, here is your chance. The Field Test and Service Engineer is a key employee in Profound Medical with responsibilities in both the engineering team and in the field service team. Their primary role is to test the company's MR-guided ultrasound therapy products (TULSA and Sonalleve) inside MRI facilities, either at existing customer sites or at MRI vendor's facilities, to verify compatibility with various models of MRI scanners. They play a key role in the verification and validation cycles and in every first-of-a-kind product installation. As part of the field service team, they coordinate new product installations at customer sites, from the initial site visit all the way through the start of the clinical program. They ensure that customer sites are running properly, organize preventative maintenance, and perform repairs and upgrades as needed. Their work is done at customer's and vendors' facilities which are located at various sites in the United States. As such, extensive travel (>50% of time) within the United States is required. Occasional out-of-country (<10%) may also be required.
Duties and Responsibilities	1. Perform verification and validation tests of the company's current products as well as new product versions at MRI sites. Specific duties are: • Participate in creating protocols to test compatibility of the company's products with MRI scanners • Perform MRI verification tests and write verification reports, either through phantom or human volunteer studies • Investigate and troubleshoot issues with the company's equipment and with its compatibility with MRI scanners

	• Report findings to the engineering and QA teams and participate in the resolution of issues with equipment and MRI scanner compatibility • Develop scripts using programming languages such as Matlab or Python to analyze verification data and treatment outcomes • Occasionally, support planning, development and execution of clinical trials • Remain informed of new developments in MRI technology and determine their impact on the company's technology 2. Plan, manage and execute the installation of the company's products at new customer sites. Specific duties are: • Perform initial site assessment • Create and manage a project plan to ready the site for product installation (facility modifications, MRI software upgrades and IT networking) • Perform site qualification tests at customer site and secure customer acceptance of installation • Interface with the MRI vendor's field service organization as needed • Coordinate with Profound Medical's operation team and clinical team as required to ensure successful installation and launch of the customer's clinical program • Escalate technical issues to the engineering team and ensure timely resolution • Work with IT departments at customer sites to enable proper equipment networking • Generate installation and maintenance records • Contribute to the establishment of a professional service team at the company 3. Provide field maintenance and service at customer sites. Specific duties are: • Schedule, organize and execute preventative maintenance at customer sites in the United States • Work with the customer's personnel and Profound Medical's operations team to plan and execute repairs, equipment returns, and upgrades • Contribute to the creation of service manuals, troubleshooting guides, and other service documentation. • 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 4. Other duties as required by the company.
Competencies	
Education	University degree in Engineering or Science
Certifications	None

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Key Attributes (experience, skills and technical knowledge)	**Required:** ▪ At least 1-3 years experience with testing and/or servicing medical imaging equipment ▪ Experience working with MRI scanners ▪ Excellent problem solving and troubleshooting skills ▪ Demonstrated ability to thoroughly document outcome of testing activities ▪ Great attention to details and accuracy in technical reports ▪ Good project management skills, including managing conflicting timelines, task tracking, and communication with various stakeholders ▪ Valid passport for travel within United States and Canada **Desirable:** ▪ MRI console operation ▪ Experience with scripting programming languages (Matlab, python) ▪ Experience with setting up medical imaging equipment, DICOM exchange, PACS, and hospital information systems