

Our Field Service Engineer (FSE) is responsible for quality service of Spacelabs products and for customer satisfaction within an assigned territory. Excellent technical and communication skills are needed to positively interact with customers and company personnel. Requires people who can work well without close supervision, they must be self-starters, can independently manage time/schedule. The FSE must possess analytical/technical abilities and basic business acumen and effectively communicate at all levels of the organization.

Open positions include Shreveport, LA. Baton Rouge, LA. Boston, MA. Southern PA. Virginia and Delaware

Responsibilities

- Install and relocate Spacelabs products in accordance with policies, procedures and approved technical documents and publications
- Install approved equipment upgrades and modifications as required in accordance with procedure and Quality Management Systems requirements
- Perform all assigned preventative maintenance, corrective maintenance, any updates/upgrades to device's software and provide necessary records to hospitals and Regional Service Manager.
- Act as liaison with global technical support departments for product introduction, evaluation, and major troubleshooting assignments
- Respond to all assigned customer service calls within the required timeframe and apply corporate policy guidelines
- Support Regional Service Manager and region in achieving assigned Operating profit goals, including by promoting sales of service contracts, billable services, and Spacelab's products and offerings
- Collaborate with Regional Service Managers and Contract Specialist in generating service quotations for customer on new business agreement or service renewals.
- Support sales efforts by assisting with equipment demonstrations and clinical evaluations
- Assist sales with pre-sale configurations and consultation as required.
- Submit accurate and complete reports in a timely manner regarding expenses, timecards and service call reports
- Provide assistance with "on the job training" of all regional new hires; responsible for mentoring new FSEs and field installation associates and support the business as needed
- Attend all required technical training classes (remotely or at Spacelabs Snoqualmie location) to be within compliance for servicing Spacelabs devices
- Continue technical development, e.g. seek out new training to keep up with technology as it changes.
- Control and maintain assigned Spacelabs assets in accordance with policies and directions.
- Uphold Spacelabs values of Customer Obsession, Ownership Mindset and Superior Results.

- Demonstrate behavior consistent with the Company's Code of Ethics and Conduct. Demonstrate behavior consistent with the Company's Code of Ethics and Conduct.
- It is the responsibility of every Spacelabs Healthcare employee to report to their manager or a member of senior management any quality problems or defects for corrective action to be implemented and to avoid recurrence of the problem.
- Duties may be modified or assigned at any time to meet the needs of the business.

Qualifications

- Associate of Science Degree in electronics or a related technical discipline; or equivalent technical training from an accredited program in biomedical, electronic or computer technology; or equivalent military training and/or experience.
- 2+ years of experience as an FSE or equivalent field service or similar experience (Overall relevant experience determines FSE level)
- Proficient computer skills including Networking, Microsoft Windows, XP operating systems. Customer Relationship Management (for example SAP R/3, Microsoft Dynamics CRM, Oracle), MS Office products (Word, Excel, Visio and Power Point)
- Must become fully competent in the application and operation of all products in all care areas

Company COVID-19 Vaccine Policy

To comply with applicable government requirements, all U.S. employees must be fully vaccinated against COVID-19 unless they are entitled to and approved for a legal accommodation, in accordance with the Company's COVID-19 Vaccination Policy.