

Ziehm Orthoscan Inc. a Medical Device manufacturer is currently seeking a motivated, career-oriented professional with a positive can-do attitude to join our team as a full-time **Field Service Engineer I**.

Why Work for Ziehm Orthoscan Inc.?

There's something special about our Company. There's a sense of pride that comes from building a product that helps improve peoples lives and making the most of ourselves as a company and as individuals. We know the success of the Company depends on every employee in our organization, it is our people who make the difference.

We are on a new journey of growth, building on our assets: our brand, our financial strength, our global reach, and the strong commitment of our management and employees. Our journey focuses on leveraging our strengths to become a truly sustainable growth company and, ultimately, one of the most respected companies in the world.

What do we offer?

- The challenge of meaningful work - we offer constant opportunities to grow and develop world-class skills and a truly rewarding career;
- A unique culture where people convert their passion into action;
- The kind of competitive compensation you would expect from a world leader;
- Ten paid holidays plus a generous PTO and vacation time plan;
- Great benefit plans, major medical, dental and vision;
- Company 401(k) plan with an employer match.
- Salary Nonexempt position providing opportunity for overtime
- Competitive pay; starting salary \$65,000 and commensurate with skills and experience up to \$75,000.

What do we expect from you?

- The ability to contribute, to make a difference and have a tangible impact - turning your passion into action;
- Creative and fresh thinking in your work;
- A spirit of collaboration - you thrive when you work with a diverse range of people with different views, perspectives and priorities;
- The ability to perform the job duties successfully.

GENERAL STATEMENT OF JOB:

The Field Service Engineer is a field-based, customer-facing role that primarily installs, services, maintains and modifies medical imaging equipment at customer sites. Our FSE's represent the "Face of the Company" to the customer.

The Field Service Engineer reports to the Regional Service Manager. The ideal candidate should reside where they can delivery exceptional customer response to major healthcare facilities in or around the Eastern PA Market. Work is performed at customer sites and must be able to travel by interstate and domestic travel by airplane.

ESSENTIAL JOB FUNCTIONS:

- Identify, analyze, and execute required service orders; including repairs, planned maintenance, installations.
- Provides consistent on-going support to customers through technical phone support, product installation, and service support to Customers in the field.
- Provide product feedback on any issues/trends observed in the field and assist in developing solutions.
- Responsible for reporting any observed deviations from established product quality standards and specifications to the Regional Service Manager
- Responsible for reporting any delays in servicing the customer to the Regional Service Manager for escalation.

- Responsible for actively maintaining all necessary paperwork, emails, vendor credentialing, training, tools, supplies, parts, etc.
- Responsible for informing Regional Manager of customer complaints and for knowing the Company's Quality Policy, departmental objectives, and how the work performed impacts quality.
- Attends product specific training when required.
- Responsible for oversight of proper crating and uncrating of C-Arm's
- DEMO and clinical support for equipment at trade shows
- Must follow company policy on corporate credit cards.

MINIMUM EDUCATIONAL REQUIREMENTS:

- Bachelor's Degree preferred or at minimum an associate degree in electronics, computer science or related technical degree.

MINIMUM TRAINING AND EXPERIENCE:

- Minimum 5 years' experience as a Field Service Engineer with medical digital imaging systems and general fluoroscopy equipment
- Advanced knowledge of digital and analog circuitry, medical digital imaging systems, and general fluoroscopy
- General computer knowledge to include DOS, Microsoft Windows, Unix or Linux

OTHER SPECIAL REQUIREMENTS:

- Must report company expenses incurred within the set company timeline.
- Ability to work professionally with many different personalities.
- Must be willing to travel on a moment's notice, domestic and international.
- Must be highly dependable and have a strong desire for problem solving.
- Must be able to successfully multi-task to meet deadlines.
- Ability to adapt and work efficiently in a rapidly changing dynamic environment with a willingness to manage multiple simultaneous projects.
- Must have effective communication skills.
- Must observe and follow all safety standards.
- Must follow all SOP's and Work Instructions per policy.

WORKING CONDITIONS:

- Majority of the work is performed off site at a customer's facility.
- Must be willing to work overtime as necessary.
- Must maintain a clean driving record, valid driver's license and meet company insurability guidelines.
- May require PPE and periodic exposure to low dose radiation,

We support a drug free work environment.

EOE/M/F/Disability/Vet

Notice: COVID-19 vaccination requirement

Employment with Ziehm Orthoscan, Inc. in the Americas Region is conditional on the successful candidate providing acceptable documented proof of full vaccination against the COVID-19 virus or approval of a recognized exemption prior to employment start date. This employment requirement is subject to local, state and federal laws and public health orders governing the subject.

Apply Here: <https://www.click2apply.net/MmezkoFJaW7Kfoxmte82g>

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