



# Field Service Engineer, West US

Location: West US

## Company Summary

Started in 2000 in Israel, Spectrum Dynamics is today a leading company in the development and commercialization of nuclear medicine capital equipment and software solutions. Initially the company focused on cardiac SPECT (single photon emission computer tomography) where Spectrum led a number of key innovations leading to improved imaging quality, patient throughput, lower radiation dosage for patients and ultimately improved diagnostic accuracy. After gaining the # 1 position in cardiac ahead of industry giants like GE, Siemens and Philips the company focused its attention on full body imaging market 16X larger than cardiac. Utilizing the tried-and-proven technology from cardiac combined with innovative new scanning methodology Spectrum unveiled its industry-transforming multi-organ scanner VERITON and VERITON-CT in October 2017. Like the cardiac product VERITON brings significant benefits to clinicians, hospital administrations and patients alike which will allow the company to enter a phase of high transformational growth in coming years. The company has offices in Switzerland, USA, Israel, Hong Kong, Shanghai and Tokyo and is today a fast-growing, truly global, company.

## Position Responsibilities

The Field Service Engineer (FSE) will be responsible for meeting the daily service maintenance and repair needs of the customer's equipment. Establish and maintain proper business relationships with customers and will perform the necessary administrative duties as required and other duties as assigned. Establish and maintain open communication to other departments in the organization to allow escalation plan and rapid resolution of problems occurred in the field, including documentation needed to educate the install base.

- Basic troubleshooting, installation, maintenance and repair on designated equipment.
- Completing Preventative Maintenance and field modifications.
- Ordering and managing repair parts cycle times.
- Keeping up to date on administrative responsibilities such as maintaining customer service logs and internal service records in a timely manner.
- Maintaining daily communications with customers to ensure resolution and proper follow-up.
- Maintaining tools and test equipment and ensuring they are properly calibrated.
- Utilizing the escalation process to resolve customer service delivery issues.
- Identifying and participating in sales opportunities such as new contracts, contract renewals and system sales.
- The ability to lift and carry a toolbox and service parts that can weigh up to 50 lbs.
- Prepare the necessary documentation to allow other team member overcome similar problems.

## Experiences, Knowledge, Skills and Abilities

- Bachelor's degree, Electrical Engineering, mechanical engineer or equivalent military experience .
- Must have experience servicing diagnostic imaging equipment – NM, SPECT, SPECT/CT.
- Experience interfacing with both internal team members and external customers as part of a solution based service process.
- Valid driver's license.
- 3 years' work experience in the medical imaging industry preferred.
- Experience diagnosing and repairing mechanical, electromechanical, and/or electronic equipment.
- Experience troubleshooting and responding to customer concerns.
- Proven record of being reliable and accountable for all aspects of their job.
- Proficient level of computer skills including network and IT configuration.
- Ability to own his region, manage service contract with customers, manage 3rd party service providers
- Resourceful, with the ability to work independently.
- Ability to adapt to changing circumstances.
- Decision-making, problem resolution and creative thinking skills.

## Job Applications

Please submit job applications by email to [HR@spectrum-dynamics.com](mailto:HR@spectrum-dynamics.com)