



# Regional Manager, Field Service Engineering, US West

Location: California

## **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**

For the assigned region, the Regional Manager, Field Service Engineering will create/execute resources and programs to continuously improve Spectrum Dynamics installed base customer satisfaction and loyalty and provide field service support for DSPECT and MPC-CT as needed. The Engineer will also have direct input to the Director of Service, Operations and engineering teams. This input will be critical to further enhance product reliability, operability and serviceability of the products on a global basis.

- Provide phone and onsite support to field service organization problems and product issues related to software, firmware, networking and their clinical applications
- Take a leadership role in the personal ownership of the customer experience. Facilitate customer resolution through initiation of problem escalation and set up conference calls to engage the necessary resources for problem resolution in a timely fashion
- Directly communicate and build reports with customers as required. Follow up with unsatisfied customers to ensure all issues are resolved
- Support new product introductions and first of kind installations
- Escalate/own and stay focused in driving the resolution of issues through the appropriate channels and team members
- Responsible for status reporting to internal/external customer support teams
- Participate as a technical resource and or customer advocate as needed
- Provide technical and support to sales and applications as needed
- Provide technical evaluation of service engineers and make recommendations regarding formal technical training requirements
- Improve productivity by highlighting deficiencies and recommending change in tools, training and processes

## **Experiences, Knowledge, Skills and Abilities**

- Experience servicing and troubleshooting electrical/electronic equipment
- 3 years of experience servicing/installing Medical imaging equipment preferred
- Basic Skills and qualifications: Computers, electronic, mechanic
- Able to work independently
- Approximately 60%-70% travel
- Strong sense of customer service with excellent interpersonal skills

## **Job Applications**

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