



SPECTRUM
DYNAMICS MEDICAL

Filed Service Engineer

Location: Boston Area USA or Rochester Minnesota

Spectrum Dynamics Medical is engaged in the development, manufacturing, sale, and service of state-of-the-art nuclear medicine imaging systems.

We are spearheading the transformation of the Single Photon Emission Computed Tomography imaging systems from analog to *digital* detection technology, enabling hospitals and clinicians to provide superior healthcare services at much lower cost.

Position Responsibilities

Field Service Engineering will create/execute resources and programs to continuously improve Spectrum Dynamics installed base customer satisfaction and loyalty and provide excellent field service support for DSPECT® and VERITON-CT® .. The Engineer will also have direct input to the Director of Service, Operations and engineering teams. This input is critical to further enhance product reliability, operability, and serviceability on a global basis.

- Provide onsite support and phone support to field service organization problems and product issues related to software, firmware, networking and their clinical applications
- Take personal ownership of the customer experience. Facilitate customer satisfaction through initiation of problem resolution and escalation.
- Engage the necessary resources for problem resolution in timely fashion.
- Directly communicate and build rapport with customers as required. Follow up with customers to ensure all issues are resolved.
- Support new product introductions and first of kind installations
- 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
- Improve productivity by highlighting deficiencies and recommending change in tools, training, and processes
- Reports to Director of customer service

Experiences, Knowledge, Skills and Abilities

- Experience servicing and troubleshooting electrical/electronic equipment
- 3 years of experience servicing/installing Medical imaging equipment CT & Nuclear preferred
- Basic Skills and qualifications with handling computers SW installations and upgrades, electronic-mechanic assembly.
- Able to work independently
- Approximately 30 possible air travel
- Typical service area within 100 miles of metro region
- Strong sense of customer service with excellent interpersonal skills

Applications

Please submit job applications by email to HR@spectrum-dynamics.com