

# Field Service Engineer (Ohio, US)

<b>Reference No.:</b>	1D11B
<b>Language:</b>	Advanced English
<b>Location:</b>	Ohio
<b>Salary:</b>	60K - 75K
<b>Benefits:</b>	Included
<b>Account Manager:</b>	Marijke Kanters
<b>Email:</b>	resumes@nevia.com
<b>Job Type:</b>	full time permanent

## Description

Great new opening for an experienced Field Service Engineer (FSE, Ohio) with a global Medical Devices (Diagnostics) company. In this position the individual will plan and coordinate activities with installing/maintaining instrumentation, investigating and resolving customer reports of problems with instruments, to drive customer satisfaction, and minimize future operational or service difficulties. Full time, permanent position. Salary base: 65K - 75K USD (based on experience), 3-5 % bonus, car or car allowance, full benefits including medical, dental, vision, FSA, 401k, PTO, life and disability insurance. Gas. mileage, overtime paid after 40 hours. Must be fully vaccinated and have valid drivers license. Must be based in North Western Ohio, Territory is Ohio, US.

## Responsibilities

Ideal candidates will be located in or near North western Ohio, territory is Ohio (US).

Summary: Plans and coordinates activities concerned with installing/maintaining instrumentation, investigating and resolving customer reports of problems with instruments, to drive customer satisfaction and minimize future operational or service difficulties by performing the following duties:

Essential Duties & Responsibilities:

- Provides Curative/Emergency Service, Preventive Maintenance, Updates (TBs), at customer's facility
  - For all primary assigned analyzers FSE is responsible for tracking, scheduling and completion of all preventative maintenance and updates (TBs) due
  - Installs instruments at customer's facility, sales demos, product shows, etc, to ensure full functionality according to specifications.
  - Provides on-site and remote support to all Digital Products. Includes installation and initial configuration of Coag.One, and various Middleware /Instrumentation configurations.
  - Develop Digital Product knowledge and understanding in order to aid/support Digital Product Sales and Marketing initiatives and strategies
  - Documents and records information considered a part of the repair record, to include work orders, analyzer information, update information, etc., which must be completed in accordance with SOP time-lines and regulatory agencies.
  - Analyzes, reviews and inspects findings to determine source of problem via telephone and/or on-site.
  - Performs trouble shooting to repair, replace necessary parts, or other corrective action to ensure optimal operation on analyzers per SOP.
  - Coordinates problem resolution within Field Support Group and other personnel to expedite repair. Minimize down time and drive Customer Satisfaction.
  - Adheres to all company policies and procedures.
  - Provides a communication link between the customer and the company to help ensure that effective service is provided to the customer.
  - Demonstrate proper operations to end users.
  - Responsible for effective management of company resources and equipment such as parts, tools, trunk stock, etc.
  - Escalate all open or reoccurring issues in a timely manner for prompt resolution per SOP.
  - Review regional service contract metrics in order to drive customer contract renewal growth among primary accounts.
- Special projects/tasks as assigned by RFSM.
- Drive high level customer satisfaction through the successful completion of field service related duties and responsibilities
- Provides technical assistance/ troubleshooting as required.
- Fosters teamwork by supporting all necessary departments in the goal of improving internal cooperation and customer satisfaction.

## Qualifications

- High school or GED required. Associates Degree or Certificate from Technical School a plus. Bachelors from 4 year college or university preferred.
  - 3 years related experience troubleshooting and repairing diagnostic equipment or operating related equipment required.
- Valid Driver's License.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
  - Ability to write routine reports and correspondence.
  - Ability to speak effectively before groups of customers or employees of this organization.
  - Ability to travel outside of designated territory, if needed. Up to 75% overnight travel may be required depending on territory.
  - Occasional weekend/holiday on-call coverage for the region.
  - Ability to travel by common air carrier, or rental car as needed.
  - This job requires the individual to be fully vaccinated against COVID-19, absent a legally required accommodation, as determined by customer requirements.