



Job title	<i>Field Service Engineer II</i>
Reports to	<i>Director of Service and Manufacturing</i>

Job purpose

The Field Service Engineer II provides onsite and remote service and support to customers. S/he provides feedback and service knowledge to other Seno departments to drive improvements and share information. The Field Service Engineer II performs Service activities at clinical sites according to approved written instructions, and documents the activities performed.

Duties and responsibilities

- Troubleshoot, repair, and perform preventative maintenance on OA/US systems according to documented instructions
- Install and remove OA/US systems at clinical sites according to documented instructions
- Document activities, as required
- Coordinate service activities with site personnel, as needed
- Provide technical phone support to customers
- Communicate and help resolve technical issues in preparation for the install of an US/OA system
- Train others to perform servicing activities on OA/US systems
- Generate service instruction documentation
- Propose design changes to improve reliability, serviceability, and the customer experience
- Follow all safety policies and procedures
- Support manufacturing, as needed
- Other duties, as assigned

Qualifications

- Bachelor's degree in an engineering/science field or equivalent experience
- Minimum of 5 years of experience servicing electro-mechanical products, medical devices preferred
- Exceptional customer service skills and professionalism
- Ability to troubleshoot and solve malfunctions in complex electro-mechanical systems
- Excellent organizational, time management, written and verbal communication skills
- Proficient in Microsoft Office products (Word, Excel, Outlook)
- Detail oriented
- Ability to follow procedures without deviation
- A valid driver's license and a good driving record

Working conditions

- Up to 85% travel
- Office and hospital/clinic environments

Physical requirements

- Ability to talk and hear
- Frequently required to stand; walk; kneel; climb, stoop; and, reach with hands and arms
- Ability to lift/move 50 pound items

Direct reports

N/A

Approved by:	
Date approved:	
Approved by:	
Date approved:	
Reviewed:	