



[REF 2020-32] Field Service Engineer

EOS imaging is an international group, specializing in innovative imaging and image-based solutions for musculoskeletal pathologies and orthopedic surgical care. EOS imaging dedicates its efforts and skills to the improvement of patient treatments and outcomes through low dose imaging, complete and precise patient data and surgical planning based on 3D patient anatomy.

3 positions opened, located in North Carolina, Chicago and St Louis.

This position is responsible for installing, troubleshooting, and performing corrective and preventive maintenance on Eos Imaging products in North America.

- Resolves remotely or on-site customer technical issues in a timely manner to maintain maximum uptime and customer satisfaction.
- Maintains all equipment in their assigned area. Will assist neighboring engineers with sites on an as needed basis.
- Reports schedule to the service back office.
- Interacts with X-ray techs, radiology managers and radiographers while on customer sites.
- Reports accurately and in timely fashion all required records for quality and traceability purposes.
- Validates and give feedback on service tools and documentation.
- Escalates logs, quality issues... to the appropriate team to contribute towards continual improvement. Complies with regulatory, quality and safety procedures.
- Responsible for maintaining assigned tools and test equipment (due calibration ...).

QUALIFICATION AND EXPERIENCE

- Degree in biomedical engineering or electronics
- 3 to 5 years of experience as a field Service Engineer

SKILLS AND ABILITIES

- Autonomous
- Energetic
- Troubleshooting skills
- Ability to listen and analyze.
- Proven Communication and reporting skills
- Diplomatic
- Travel 80%





REPORTING

Reports to US Service Manager

You want to join a dynamic team and you are passionate about the field of medical healthcare?
Do not hesitate any longer and send us your application on careers@eos-imaging.com by
precising the reference number: **2020-32**.



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