

Genesis Medical Imaging, Inc

Job Description

Job Title: Field Service Engineer (FSE)

Department: Service

Reports To: Regional Service Manager

FLSA Status: Exempt

Prepared Date: April 27, 2010

GENESIS MEDICAL IMAGING, INC.:

Genesis is a customer-driven services organization providing comprehensive CT and MRI support services to the evolving market of the medical-community with a focus on higher quality and better value. We are committed to assisting our customers achieve their goals by listening and understanding their unique needs and delivering tailored solutions that fit.

Genesis Medical Imaging, Inc. is the largest independent service organization that offers a total solution to your CT and MRI needs. Some of the services available to our customers include:

- Nationwide CT and MRI Service Agreements with Remote Service Capabilities and Magnet Monitoring
- CT Tubes and CT/MRI Parts with 24/7 Availability from Regional Stocking Depots
- Worldwide Cryorefrigeration and Magnet Service
- Refurbished CT and MRI Equipment Sales, Site Planning, Installation and Warranty
- Mobile Solutions, Rentals, Modularity and Mobile Storage

POSITION SUMMARY:

The FSE takes complete responsibility and ownership for their assigned sites. The FSE maintains a good and open working relationship with the appropriate personnel at the site and ensures that the Customers' needs and expectations are met. The FSE follows up after every call to ensure complete customer satisfaction with work performed and the operation of the site. The FSE takes the opportunity to clear up or fix a minor or lingering problem, investigates the possibility of other sites the Customer may own or operate as an opportunity to provide services, and investigating their sites to determine what else can be done for the Customer and Genesis Medical Imaging, Inc.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Specific responsibilities of the Field Service Engineer will include, but not be limited to:

1. Understands and demonstrates a working knowledge of the theory and operation of CT & MR systems with the ability to apply that knowledge to work on many models of CT & MR regardless of make, model or manufacturer.
2. Demonstrates a working knowledge of the physics of CT & MR and applies that knowledge by using multiple points of input such as image quality, patient parameters, protocols, and input from operators to diagnose operating issues within the system.
3. A working knowledge of the exams performed on CT & MR systems and understands why the exams are performed, techniques and set-ups for the exam and the expected outcome of the exam. The ability to decipher the difference between acceptable and unacceptable image quality.
4. The ability to troubleshoot and document imaging systems in a systematic and concise manner. The troubleshooting process used by the engineer demonstrates sound and logical steps taken to be both effective in identifying the error and efficient in using minimal resources to restore the imaging system to a diagnostic state.
5. Demonstrates the application of their electronic knowledge through logical and fact based troubleshooting of electronic circuits used in the equipment serviced. Good working knowledge of electronic circuits would also be evidenced in the concise identification of defective components and circuit boards used in our service base.
6. Proficiency in repair of electronics and electronic circuits is demonstrated in the effective and efficient repair of the circuit boards and circuits in a professional manner consistent with the best demonstrated practices in field service repair.

7. Articulate the basic theory of networks and network operations. This understanding goes to the very core of capacity, security, addresses and control issues of networks. (i.e. troubleshoot switches, hubs, network interface cards, cables, etc...). Engineer has the understanding and capability to work with DICOM images and the transfer of DICOM data. (i.e. modality worklist, IP addresses, AE titles, port numbers, etc...). FSE has the ability to work with hospitals and commercial health care facilities IT departments to resolve network related issues.
8. Demonstrates the ability to understand the operations of the modality's system software. The FSE can diagnose system problems and point to the system software when the software is responsible for particular issues. The FSE knows what software is available and necessary for the systems at their locations. FSE completes data back-ups during PMs, and can recover lost data when necessary.

QUALIFICATIONS:

- BS in Electrical Engineering or Electrical Engineering Technology preferred.
- 3-5 years related experience servicing CT and/or MR equipment. GE, Philips or Siemens experience preferred on equipment with a market release within the last 7 years and/or current technology.
- Must be willing to travel within 6 hours of base site with the understanding that travel may be required to cover other regions as needed and may be required to work irregular hours including weekends.
- Strong oral and written communication skills are required.
- Strong computer skills, including all MS Office products, are required.
- Must have a valid driver's license.
- Desire to support the needs, priorities, and goals of the company.

KEY RELATIONSHIPS:

Internal:

- VP of Operations
- Regional Service Managers
- Regional Sales Managers
- Service Support Team
- Logistics & Parts Team

External:

- Customers

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. This position requires lifting and moving test equipment and materials up to 50 lbs daily. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.