



FIELD SERVICE ENGINEER

Job Description

Job Summary:

Carrot Medical is seeking an entry to mid-level Field Service Engineer (FSE) with excellent situational awareness to join a dynamic Healthcare Company on a strong growth trajectory.

This role is primarily focused on the ever-expanding healthcare space installing High-End Audio & Visual Solutions (Large Video Integration, Wireless Headset Communications -- and Pro Audio Systems). There will be an opportunity to learn and cross-train into other areas such as Video Streaming & Recording Solutions. Troubleshooting issues on Carrot Medical Core equipment -- as well as Preventive Maintenance on all the above -- is also in scope.

Above all -- the primary goal is to provide an outstanding customer experience. The FSE will work independently at times -- as well as in a collaborative Service Team environment. All Carrot Medical employees are expected to provide a positive and cohesive Company image when discussing the Company, Products, and Solutions with the customer.

Key Areas of Responsibility:

CUSTOMER SATISFACTION:

Responsible for identification, resolution and/or escalation of customer issues, providing the customer with timely communication, and involving appropriate resources to address the issue(s).

Providing the Highest Level of Internal and External Customer Satisfaction is the primary goal. The FSE must be able to:

- Provide World Class Service and achieve "Highly Satisfied" Initial and Continuing Quality Scores
- Take ownership in difficult situations -- and show a sense of urgency in implementing solutions quickly
- Communicate effectively with the customer to ensure they understand the process -- and feel good about the project

INITIATIVE:

The FSE will be required to perform numerous tasks -- and focus may change based on changing demands. The FSE must be able to:

- Take initiative -- proactively contact customers, offer assistance to peers, and quickly respond to requests for help
- Adapt to varying needs of the customer and the business -- and seek out subject matter experts to grow
- Volunteer for additional assignments to gain experience without always being asked to do so

COMPLIANCE:

The FSE will be required to perform all administrative duties in a complete manner. The FSE must be able to:

- Complete and understand all training assigned through the Training Management System prior to the due date(s)
- Maintain proper site and service documentation -- and safeguard patient data per regulatory requirements
- Follow established quality and safety requirements (electrical & radiation safety, safe lifting practices, etc.)

TECHNICAL:

The FSE will be required to be technically proficient in certain areas either initially or via training. The FSE must be able to:

- Maintain knowledge of technical advances and current industry trends in the healthcare and biomedical space
- Demonstrate the ability to be mechanically inclined... (i.e., Can take something apart and put it back together)
- Read and interpret schematics, CAD drawings, and/or various site drawings

Job Knowledge, Skills, Education, and Experience Requirements:

- Associate Degree in electronics, electrical engineering -- or equivalent combination of education and experience
- At least (2) years of experience in the electronics industry (preferably in field service) and/or healthcare service
- Practical experience running cables through conduit/ductwork and/or any cable raceway or free air
- Background as an electrician with at least (1) years' experience is highly desirable
- Strong troubleshooting skills are also highly desirable in this role
- Working knowledge of computers (Word and Excel) and networking
- Must possess a valid driver's license and good driving record
- Demonstrated mechanical diagnostic troubleshooting and repair skills
- Professional appearance and behavior and ability to communicate well with hospital staff

Physical Demands and General Work Environment:

- May be required to be available 24 x 7 at times -- and required to rotate in an on-call status
- Must enjoy traveling to hospitals within and outside of the assigned Territory
- Ability to lift or carry parts weighing over 100 lbs. (Assistance available when lifting items over 50 lbs.)
- Frequently bends, stoops, twists, turns, and works in unusual positions using full body mobility
- May be required to adhere to certification/credentialing required by the Hospital to gain admission
- Customer requirements may include but are not limited to drug testing and/or immunizations to gain admission

Assigned Territory:

- This FSE position will be based in the New England Territory -- however travel out of the assigned region is likely.

Pay & Benefits

- Salary, Bonus and Commission Structure DOE
- 401k Plan with Company Match
- Medical, Dental and Vision Insurance
- Basic Life Insurance
- Flexible Spending Account (FSA)
- PTO and Holiday Pay

Send Resumes to: jobs@carrotmedical.com

Note: All new hires will be expected to consent to background checks and drug testing.