



## JOB DESCRIPTION

FINAL 2.15.13

**Position:** Field Service Engineer II (FSE II)  
**Department:** Service Operations, Clinical Services Group  
**Reports to:** Regional Service Manager  
**Status:** Regular, Full-Time, Non-Exempt  
**Location:** Based out of employee's home office with considerable travel

### Position Description:

The Field Service Engineer II is field-based with front-line responsibility for installing, maintaining, servicing, troubleshooting, and repairing diagnostic imaging equipment at clinical sites, and supporting sales and business development efforts.

### Roles & Responsibilities:

- Conduct preventative maintenance on medical diagnostic imaging systems
- Install new equipment at customer sites with minimum support
- Troubleshoot and repair equipment with occasional support from other FSEs
- Serve as an ambassador of Consensys' Quality Policy by consistently delighting our customers
- Identify and pass sales leads on to Regional Account Managers and assist in closing new business and contract renewals
- Other duties as assigned

### Requirements:

#### Education & Certifications

- Bachelor of Science degree in an engineering discipline; electrical, biomedical, or computer engineering preferred
- Military electronics background desired; Associates (AA) degree acceptable with direct experience
- Must be eligible to obtain Radiation Safety Certification per state requirements (if applicable)

#### Experience

- 3+ years of direct field service experience preferred
- 2+ years of diagnostic imaging field service experience with Siemens, GE, Philips, Toshiba, Hitachi, Fischer and/or Hologic equipment highly preferred
- Knowledge of ISO 9001 and FDA Quality System Regulation (QSR) quality control guidelines preferred
- Working knowledge of field service software systems preferred

#### Travel

- Must maintain a reliable vehicle
- Valid driver's license and solid driving record for a minimum of five years
- Valid and continuous personal automobile insurance coverage at or exceeding the minimum requirements for coverage in the state where the FSE resides; must be able to provide proof of auto insurance at any time upon request



- Willing and able to undertake day travel up to 75% of the time
- Willing and able to undertake overnight travel on short notice up to 50% of the time, including evenings and weekends
- Willing and able to be on-call, travel and/or work evenings, holidays and weekends if needed

Competencies

- Excellent verbal and written English language skills
- Proficient with MS Office applications, including Excel, Word, and Outlook
- Quality- and customer-service driven to consistently delight internal and external customers
- Team player who is willing to go above and beyond to help others
- Self-motivated, proactive, and resourceful
- Positive, professional attitude
- Establishes and maintains effective working relationships based on mutual trust, respect, and cooperation with manager(s), co-workers, customers and/or vendors
- Reacts quickly and adapts to changes in priorities, circumstances and direction
- Applies high level of attention to detail and accuracy
- Utilizes strong prioritization, organization, and documentation skills
- Applies critical thinking skills and proactively solves problems
- Works effectively with minimal supervision
- Willing and able to identify new business opportunities and pass leads on to sales team
- Able to lift 50+ pounds regularly throughout the work day
- Able to stoop and crawl; climb up and down ladders; and work in tight, confined spaces
- Able to drive up to 8 hours each day