

FIELD SERVICE ENGINEER

(FSE) St. Louis, MO

Consensys Imaging Service, Inc. currently has an opening for the position of Field Service Engineer (FSE) in the greater St. Louis, MO area. The FSE 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
- MRI service experience required, CT experience a plus
- 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
- Must live within a reasonable driving distance of a major airport. Consensys reserves the right to determine what constitutes reasonable driving distance or a major airport.

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

Physical Requirements

- Able to lift 50 pounds regularly throughout the work day
- Able to lift up to 100 pounds on occasion
- 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

Consensys Imaging Service, Inc. is an equal employment opportunity employer.