



# FIELD SERVICE SPECIALIST

## Job Description

### Job Summary:

The Field Service Specialist is responsible for the installation and support of Carrot Medical products in their territory. His or her focus is on installing quality products that create high customer satisfaction on schedule, within budget and meeting all regulatory requirements.

### Summary of Essential Job Functions:

He or she is responsible for working closely with the sales team during the sales process to evaluate technical feasibility. He or she will also participate in trade shows and other demonstrations of Carrot Medical products.

After the sale he or she will work closely with the Carrot team, customers and partners to properly install, configure and train on Carrot Medical products according to released instructions.

Post-installation, he or she will be responsible for resolving any support issues in their territory using outside partners as necessary. He or she will take customer calls directly and will likely take calls escalated from partners performing first-level support.

Other duties may be assigned as necessary to fulfill Carrot Medical company goals.

## Desired Skills & Experience

The following skills and characteristics will be considered when evaluating Field Service Specialists:

- Strong problem solving skills that allows him or her to rapidly determine the resolution to issues and then communicate that resolution to customers, partners and teammates.
- Good technical knowledge including understanding of audio and video, basic networking as well as electrical power distribution and grounding.
- Excellent communication skills meaning the ability to communicate effectively and clearly to teammates and customers using written and oral means.
- Excellent interpersonal skills meaning the ability to work well with customers, partners and teammates within and across functional lines
- Strong understanding of interventional surgery system installation and service including the ability to read construction and electrical plans as well as to draw simple diagrams describing the site design
- Must be able to travel up to 75% to perform the duties, including overnight and extended stays.
- Must be able to meet regulatory requirements in a FDA and ISO 13485 registered company and to complete specified records neatly, accurately and then to store those records correctly.
- Must be able to create accurate and timely expense reports according to company policy.
- Must be able to lift 70 lbs.

## Territory

Our preferred candidate lives in the northeastern United States but we will consider compelling candidates as far west as Chicago. Major hubs preferred. While we are recruiting in this area, travel may be required anywhere in the U.S. and possibly Internationally.

## Company Description

### Carrot Medical Mission Statement:

Our goal is to lead the healthcare marketplace in the integration, display and control of visual clinical data. Carrot Medical, with its healthcare and technology expertise, wishes to introduce the efficiencies achieved using advanced control interfaces into the patient care environment, increasing clinician efficiency and improving decision-making.