



FIELD SERVICE ENGINEER FIELD OPERATIONS MANAGER

Job Description

Job Summary:

Carrot Medical is seeking an experienced Field Service Engineer (FSE) or Field Operations Manager (FOM) that is motivated to join the Service Organization. This person will be responsible for installing, servicing, training, and providing support on all Carrot's product platforms. The candidate must be able to work with the Carrot Team as well as independently, quality driven, and always focus on customer satisfaction. Title and compensation will depend on experience and overall qualifications.

Summary of Essential Job Functions:

The FSE/FOM is responsible for working closely with the sales team during the sales process to evaluate technical feasibility.

After the sale, the FSE/FOM 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, the FSE/FOM will be responsible for resolving any support issues using outside partners as necessary. He or she will interface with 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's Corporate Goals & Objectives.

Desired Skills & Qualifications

The following skills and characteristics will be considered when evaluating the candidates:

- Strong problem solving skills
- Technical knowledge of electrical and hardware components in hospital settings
- Must be able to comply with regulatory requirements
- Have background in reading and creating blueprints, work instructions, and CAD models
- Perform preventative maintenance (PM) as scheduled
- Provide product demonstrations for customers
- Maintain service records through Quality Management System (QMS)
- Ability to identify new service opportunities
- Participate in pre-construction planning, including architectural, construction, and additional customer meetings
- Assist in manufacturing of equipment
- Background in lean manufacturing and creating sustainable processes
- Ability to document service records timely and succinctly

Education / Experience / Travel

- Associates or Bachelors Degree or equivalent industry experience
- At least (2) years experience in working with complex military or medical instrumentation
- Background using Salesforce.com is desired
- Experience working in IT infrastructure including DICOM is preferable
- Must be able to lift up to 70 lbs. and work with suspended equipment that is up to 300 lbs.
- Have a valid driver's license with no criminal infractions and less than (3) moving infractions in the last three years
- Must be able to travel up to 75% to perform services that could include overnight, weekends, and extended stays

Territory

- Ideally the preferred candidate will be based in -- or near -- Chicago, IL, Dallas, TX or in the Northeast.