



# SENIOR FIELD SERVICE ENGINEER

## Job Description

### Job Summary:

Carrot Medical is seeking an experienced Senior Field Service Engineer (FSE) that is motivated to join the Service & Operations organization. This person will be responsible for installing, servicing, training, and providing support for all Carrot product offerings. The candidate must be able to work in conjunction with team members and independently to ensure customer satisfaction.

### Summary of Essential Job Functions:

The FSE will work closely with the sales team and project management to evaluate technical feasibility and ensure customer requirements are met.

After the sale, the FSE will work closely with the Carrot Team, customers, and partners to properly install, configure, and train on Carrot Medical and third-party products according to released instructions.

The FSE must possess strong interpersonal skills. FSE will be required to interface with customer directly and resolve any service related issues.

Other duties may be assigned as necessary to fulfill Carrot Medical's Corporate Goals & Objectives.

## Desired Skills & Qualifications

The following skills and characteristics are critical for the position:

- Strong problem-solving skills
- Technical knowledge of electrical and hardware components in hospitals
- Must be able to comply with regulatory requirements
- Have background in reading and creating blueprints, work instructions, installation manuals, and CAD models
- Proficient in cable installation and management, and running cables into conduit
- Experience in A/V equipment installation and configuration
- Perform preventive 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-site planning, including architectural, construction, and additional customer meetings
- Background in lean manufacturing to create sustainable processes
- Ability to document service records timely and succinctly

## Education / Experience / Travel

- Associates or Bachelor's Degree or equivalent industry experience
- Basic PC skills (MS Office Suite, Adobe, CAD)
- At least (5) years' experience in working with complex military or medical instrumentation
- Background using Salesforce.com is desired
- Experience installing capital equipment including CT, MRI, and X-Ray systems
- 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