

MIS

Medical Imaging Systems

MRI GE Field Service Engineer: A professional responsible for maintaining customer relations through the effective use of technical knowledge to install, troubleshoot, and service equipment at customer sites, generate service revenue, and adhere to state and federal regulatory requirements.

Responsibilities include:

- Build credibility and trust with customers
- Identify and resolve customer issues
- Provide exceptional customer service by setting clear expectations and meeting commitments and arrival times
- Professionally, safely, and accurately perform on-site system installations as well as de-installations
- Independently complete PMs, FCOs, and all related tasks
- Independently diagnose and resolve electronic, network, and mechanical problems
- Provide on-demand phone and on-site support as required
- Supports company-wide initiatives and policies and procedures
- Maintain inventory integrity through proper handling, inspection, and returning parts
- Other duties as assigned

Requirements and skills:

- 5 years of MRI field service preferred
- Experience working with GE Excite software and above (450W) preferred
- Other OEM training is a benefit
- Troubleshooting with strong electronics skills required
- Strong customer service and communication skills required
- Must be self-motivated and able to physically bend, climb, kneel, reach, sit, squat, stand, and walk
- Must be able to carry or lift up to 50 lbs. routinely
- Ability to commute to surrounding states

Pay is commensurate with market and with room to grow. Benefits are good and the people are great to work with. MIS is an incredibly stable company for long term security, and is very focused on growth and customer satisfaction..

REV: July 2023