



2900 6TH AVENUE SOUTH, BIRMINGHAM AL 35233
www.misofal.com

Position to Fill: **Field Service Engineer**

Position Responsibilities:

- Work as a member of the local team to provide efficient service delivery to all accounts
- Meet daily service repair needs and ensure customer satisfaction through service excellence by
 - Completing preventive maintenance
 - Managing repairs to include parts and cycle times
 - Performing installations, upgrades and modifications as directed
 - Keeping tools and test equipment properly maintained and calibrated
 - Meeting and following FDA, MQSA, OSHA, State and Local electrical and Radiation Safety requirements, MRI Safety and EHS requirements as specified for each modality serviced and assigned
 - Maintaining customer service logs and internal service records
 - Managing vendor's service delivery processes in compliance with company policies on all products serviced by Medical Imaging Systems (MIS)
- Analyze product and service performance, making recommendations on corrective action plans to Manager. Verbal is appreciated but written is required for recommendations to be considered.
- Actively pursue cost cutting measures while maintaining customer satisfaction
- Assist Manager in managing relationships with customers
- Interface with Installation Coordinator and Manager to provide smooth, efficient installations
- Coordinate local "On Call Schedule"
- Participate in sales opportunities such as contract renewals and assist with promoting and implementing revenue generating programs
- Maintain the level of expertise your modality requires through continued technical training and seminars as directed by the Corporation
- Complete any other special assignments and perform other duties assigned by Manager
- Accept and complete all duties assigned by Manager.
- Modality specific details will be supplied
- Please submit resumé to JGagliano@MISofAL.com, Donna@MISofAL.com and Support@MISofAL.com