



## Job Description

**Title:** Field Service Engineer, Korea

**Reports to:** Service Manager, Korea

### The Position

Field Service Engineers are the beating heart of our organization. Their product knowledge is grounded in science and their commitment to best-in-class customer service makes us unstoppable. This role will be responsible for preventative maintenance, repairs and servicing of our innovative medical imaging and interventional products. You will be travelling to our customer sites to ensure our products are calibrated and optimized for high performance. You will also be building relationships with our customers, putting them at ease that you are there to investigate and solve any technical issues.

### Duties & Responsibilities

- Responsible for the installation and service of Hologic products (mammography, digital mammography, Ultrasound) which include electrical, mechanical and software components.
- Establish and maintain a high level of customer satisfaction with Hologic's products, support, and service.
- Complete all remedial service actions, standard system checks, and required hardware and software upgrades in accordance with approved policies and procedures.
- Assist other Field Engineers as necessary.
- Complete and submit all required paperwork on time and accurately.
- Train customers in the basic operation and use of Hologic products.
- Provide feedback to the District Manager concerning product performance anomalies encountered in the field and make recommendations for service improvements.
- Provide support at conventions, trade shows and customer trials.
- Provide pre and post-sales support by maintaining close working relationships with sales and customers to ensure expectations are met and equipment installations are handled as planned.
- Manage inventory, keep accurate records, and return unused and failed parts promptly.
- Promote service contract offerings and assist the local Service Sales Specialist in selling service agreements to customers within your assigned territory.
- Manage the assigned territory in an organized fashion.
- Perform PM's on time, provide expeditious on-site response and minimize equipment downtime.
- Respond to customer inquiries in written form (with managerial approval), in person, or via telephone as needed.
- Escalate customer issues and unresolved product problems to service management in a comprehensive and timely manner.

## Qualifications & Experience

- Bachelor's degree in Bio-Medical Engineering, Electronic Engineering, computer science or related technical discipline is required.
- At least 2 years of experience in a field service position working with customers to resolve problems related to mammography, ultrasound or related medical equipment preferred.
- Able to travel and work independently.
- Must be capable of multi-tasking, setting priorities and scheduling work activities.
- Ability to resolve problems, think analytically and communicate professionally in high pressure, time sensitive, customer environments.
- Willing to work flexible hours and overtime on short notice.
- Position requires the ability to be "on call" after normal working hours.
- Giving positive impetus to the team members and the organization.
- High degree of mechanical aptitude.
- Excellent communication and interpersonal skills, including excellent English skills (spoken & written)
- Must be able to lift a minimum of 50 pounds.
- Strong computer literacy.

Signed and agreed to by :

Signature:

Name:

Date: