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## **Job Description – Field Service Engineer**

### **Southwest Medical Resources – Ontario, CA**

Southwest Medical Resources is looking for a full-time Field Service Engineer to perform preventative maintenance and is responsible for troubleshooting, repair and equipment for MRI, CT and PET/CT equipment.

#### **POSITION SUMMARY**

Work at client locations performing preventative maintenance and repairs on MRI, CT and PET/CT equipment.

#### **Job Duties:**

- Basic troubleshooting, installation, maintenance, and service repair needs on designated equipment
- Completing Preventative Maintenance and Field Modifications
- Keeping up to date on administrative responsibilities such as maintaining customer service logs and internal service records in a timely manner
- Support call resolution
- Utilizing the escalation process to resolve customer service delivery issues and conducting root cause analysis that will lead to effective problem solving
- Maintaining communication with Customer and internal iCare Team to ensure resolution and proper follow-up, leading to customer satisfaction
- Meeting Health and Human Services, Environmental Health and Safety, and/or all other applicable regulatory requirements
- Working as a member of the Support Team to provide service delivery to all customers
- Maintains technical knowledge by attending in house Training programs
- Willingness to be open to learning and growing with our Company

#### **Skills/Qualifications:**

- Bachelor's degree in electronics engineering/electronic engineering technology or equivalent military education or Associate's degree with appropriate work experience
- 1 year of relevant work experience or education in Mechanical and Electrical engineering
- Decision-making, problem resolution and creative thinking skills
- Demonstrated troubleshooting skills
- Detail oriented, organized and strong time management skills

#### **Special Physical Requirements:**

- Candidate must be able to lift, carry, push, and pull up to 50 lbs. unassisted and frequently bend, stoop, twist, climb, crouch/squat, kneel/crawl, sit and stand for long periods of time. Candidate must also be able to reach at, above and below shoulder level, flex/extend neck and have good hand and finger dexterity.
- Specific vision abilities required by this job may include color, close vision, distance vision, peripheral vision and depth perception

#### **Benefits:**

- Health Care
- Dental Plan
- 401 (k)
- Sick Days/Vacation

#### **To apply:**

This is a full-time position based at Southwest's headquarters in Ontario, CA and is a Morning-Midday coverage shift with On Call Rotation. Salary will be commensurate with the applicant's prior experience.

To apply, please email your resume and cover letter to: [chernandez@swmedicalresources.com](mailto:chernandez@swmedicalresources.com).

#### **About Southwest Medical Resources**

Located in Ontario, CA, Southwest Medical Resources is a privately-owned medical imaging service and repair company with 60+ employees that focuses on high-end MRI, CT, and PET/CT scanners. A close-knit team environment with strong family values makes working at Southwest a warm and exciting workplace. Southwest offers a comprehensive benefits program, including medical, dental, vision coverage and a 401(k) plan. Employees have

opportunities for learning and training in a wide range of disciplines.