

Field Service Engineer

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Company: 0531 Varinak Europe S.R.L.

Location: Romania

Category: architecture-and-engineering

Together, we can beat cancer.

At Varian, a Siemens Healthineers Company, we bring together the world's best talent to realize our vision of a world without fear of cancer. Together, we work passionately to develop and deliver easy-to-use, efficient oncology solutions.

We are part of an incredible community of scientists, clinicians, developers, researchers, professionals, and skilled specialists pushing the boundaries of what's possible, to improve people's lives around the world. We embrace a culture of inclusivity in which the power and potential of every individual can be unleashed. We spark ideas that lead to positive impact and continued success.

If you want to be part of this important mission, we want to hear from you.

When you join Varian, you're joining a company with nearly \$3 billion in annual revenue, joining team members across more than 30 countries. You'll be backed by a culture that is centered on fostering your creative potential and experience the full support of an organization and leadership committed to inspiring you to do your best work.

The Field Service Engineer HW (FSE Hardware) is the primary contact for Varian Medical Systems (VMS) customer service and repair needs ensuring that our customers' equipment always operates efficiently. The FSE is responsible for troubleshooting, repairing, installing, upgrading and performing preventative maintenance on all designated VMS equipment according to instructions and company guidelines. Each FSE operates in a designated field service territory and represents VMS, in this FSE position, we are looking for the jobholder to **behome based** in or near **Bucharest** . With frequent travel within country, there will be

some travel to other distributor-based countries handled by Varian's Field Service Team in EMEA.

The Level 2 Permit issued by CNCAN is preferable and could be an advantage.

Key Requirements

Troubleshoot, diagnose and repair all designated VMS equipment within an assigned service territory, including preventative maintenance, installations and upgrades per VMS guidelines.

Manage time and maintain a schedule to include preventative maintenance, installations and upgrades as well as incoming customer calls demonstrating the ability to assess and prioritize the urgency of customer requests and follow-through to completion.

Understand and recognize the need to escalate incidents when necessary and/or request additional assistance from more tenured representatives.

Examine difficult customer issues, diagnose and resolve the issues and meet established FSR levels. Maintain effective territory management and expense control which includes timely completion and submission of field service and expense reports along with management of consignment and other required documentation according VMS procedures.

Develop and maintain strong customer relationships using strong written, verbal, and interpersonal communication skills.

An overall understanding of customer care and experience management essential

Minimum Required Skills and Knowledge

Medical Device experience is preferable

Practical experience in servicing medical equipment like radiotherapy and medical imaging, practice permits level II - CNCAN, MRIVX

Valid Driving license

Electrical and/or Mechanical Engineering, test equipment used for verification/checkout and calibration of electronic equipment.

Limited use and/or application of technical documentation, standards, principles, concepts, and techniques in the field.

Basic computer usage and debugging skills.

Fundamental knowledge of delivery system networks and networking techniques.

Basic understanding of imaging systems

Capable of performing routine maintenance such as follow ups, PMIs and minor STBs

Basic accelerator theory knowledge.

Other Desired Skills and Knowledge

BSC in Engineering is essential

Be able to interpret customer concerns and translate to machine issue.

Understand and utilize the escalation process to Senior FSE, Management, NTS, PSE,

Applications Required Certifications and Training

Fluent in English (verbal and written), in addition to local language, fluency in other languages would be a plus but not mandatory.

Familiar with business tools such as: E-mail, Microsoft Word, Excel, and PowerPoint.

Experience with SAP or equivalent ERP product and productivity software desired.

Willingness to travel for business as required.

Contributes to team efficiency through the quality of personal work and by influencing teammate output to required standards.

Must understand team collaboration and have effective networking skills.

Able to work independently within guidelines and policies and adhere to the corporate policies and procedures.

Capable of managing their own workload and of excellent communication relationship building at all levels within and outside of the organization.

Agile with being pro-active, analytical, results-oriented and able to make decisions within the scope of their role.

Be able to actively problem solve and suggest realistic innovations to processes towards creating a better customer experience.

At Varian, our culture is centered on fostering the creative potential of every employee through teamwork and collaboration. Our technologies touch millions of lives every day, and this inspires us to do our best work – every day. By using your talent, ambition and creativity, you can build a career that allows you to make a real difference in people’s lives. You’re just one click away from the most impactful work you’ll ever do. Apply now and join our mission to help save lives. Someone, somewhere, will be glad you did.

Please apply with your CV in English.

#LI-Remote

#LI-OS1

Varian is required to comply with all local and applicable regulations that may be associated with vaccine requirements for certain roles.

Fighting cancer calls for big ideas.

We envision a world without fear of cancer. Achieving this vision takes dedication and commitment from all of us, every single day. That's why we celebrate and value the distinctly beautiful and intersectional identities of each of our employees. We are a mirror of our patient-base, which allows us to innovate. Big ideas come from everywhere, and the best ideas are fostered by our unique individual experiences. At Varian, we encourage you to bring your whole self to work and believe your bold and authentic perspective will help to power more victories over cancer.

#TogetherWeFight

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