

## Senior Technical Services Specialist

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Company: Stryker

Location: Bucharest

Category: other-general

### Why customer service at Stryker?

Are you interested in making a difference in healthcare by assisting sales reps and building relationships with customers? As a member of our customer services team, that is exactly what you will do! Here, you will be a part of a dynamic and supportive team that provides solutions to our customers in their time of need. Stryker is also consistently listed as a 'Best Place to Work' and offers great benefits and perks – like tuition reimbursement and a wellbeing program! (\*Benefits vary by country)

As a **Senior Technical Services Specialist**, you'll be responsible for ensuring both the quality checking of new products and the repair of items that have failed in the customer environment. You'll also promote service agreements after warranty periods have expired and perform contracted periodic maintenances. Your role involves troubleshooting, maintaining, calibrating (if needed), and overseeing the overall status of Stryker equipment by ensuring the 'gold standard' in all aspects of Stryker Services.

### What you will do:

Diagnose and troubleshoot faults in company products

Perform service and repairs on company products to meet required standards

Investigate and evaluate faulty items, providing repair quotes as needed. Ensure that all repairs comply with IEC quality standards and compile technical reports

Conduct testing of company products and provide comprehensive test and service reports

Perform upgrades on company devices as necessary

Conduct periodic maintenance visits and calibrations on company devices as required

Inform supervisor of critical spare parts inventory levels to meet warranty downtime obligations

Liaise with internal and external customers, provide backup equipment, and adhere to deadlines. Maintain an effective job card system and provide customer feedback as necessary

Develop relationships with key stakeholders influencing the decision to purchase

Customer Support products and services, as well as with existing/potential customers to enhance and sustain relations

Assist service partners/dealers and team members in troubleshooting company products

Ensure all relevant repair/service information is accurately entered into the database or its replacement

Ensure that any customer complaints received by the service department are handled in accordance with company quality system guidelines

### **What You Need:**

Degree in Biomedical Engineering or other related equivalent qualification

Minimum 2-3 years experience in similar position

Fluent and skilled in local language as well as English

Excellent knowledge of Microsoft Office (Word, Excel, Power Point)

Excellent computer skills

Technical aptitude

Ability to manage stress and conflicts

Ability to bring tasks through to completion

Ability to handle multiple tasks and projects

Ability to manage time and projects

Ability to prioritize work and keep detailed and confidential records

Ability to communicate / present to large groups of people

Strong interpersonal skills including written and oral communication

**About Stryker** Stryker is a global leader in medical technologies and, together with its customers, is driven to make healthcare better. The company offers innovative products and services in MedSurg, Neurotechnology, Orthopaedics and Spine that help improve patient and healthcare outcomes. Alongside its customers around the world, Stryker impacts more than 130 million patients annually. More information is available at

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