



Job Description-Blackrock Field Support Specialist

Job Title: Field Support Specialist
Reports to: VP of Sales

Overview

The Field Support Specialist will work quickly to resolve issues and work closely with Blackrock NeuroMed end-users of EEG and Long-term Monitoring systems to ensure satisfactory completion. Tasks include: installation, servicing and maintenance of hardware components, software upgrades and issues, IT and network malfunctions.

A. Essential Duties and Responsibilities:

- Independently provide efficient and effective field services to all Blackrock NeuroMed customers in a timely manner, including, but not limited to, installations, training, in-servicing, repair, preventative maintenance, calibration and sales support.
- Documentation skills, problem solving, phone skills, presentation skills, network maintenance, network troubleshooting, networking knowledge, networking standards, mainframe, data entry skills, ability to troubleshoot software and hardware on-line to maintain performance and system throughout.
- Promote and produce the sale of service contracts, upgrades, parts, and billable labor revenue in accordance with established goals and guidelines.
- Maintain proper and accurate inventory for the purpose of service. Follow approved policies and procedures for inventory controls.
- Provide accurate and timely documentation that details field activity, expenses, time distribution and other information as required.
- Continue training and self-development to learn the products and applications of the Company. Will also attend management approved seminars, training sessions, tradeshow and conferences as required.
- Ability to follow Medical Device Corporate and Service Department procedures and policies, including servicing, customer complaint handling, recalls and Medical Device Reporting.
- Responsible for ensuring closure criteria are met and any internal reporting required for actual or potential safety issues is completed.
- Responsible for ensuring all operations conducted meet the requirements for quality products, processes and records as required by the quality management system.
- Responsible for adhering to the principles and requirements in the company's quality policy.

B. Minimum Education and Experience Requirement:

- Bachelor's degree in Biomedical engineering or equivalent preferred.
- Technical certifications such as CompTIA A+, Network +, and Microsoft's MCITP.
- Two years of field service experience.



C. Knowledge, Skills, and abilities necessary to perform essential functions:

- Ability to troubleshoot network, hardware and software problems quickly and accurately via phone, email, remotely and on-site.
- Must have excellent customer satisfaction skills.
- Must have excellent verbal and written skills with high attention to detail.
- Possess good inter-personal skills and ability to interact with medical and clinical staff, EEG technicians, IT and network staff.
- Weekend work required, night calls, and must be willing to travel.
- Self-starter who can identify needs and generate solutions with minimal supervision and has a great 'desk-side manner'.

D. Other Required Skills:

- **Physical Skills:** Work requires moderate intermittent physical strength and effort daily. The employee is frequently required to lift, push or carry objects such as EEG equipment, personal computer and monitors.
- **Visual Skills:** Visual demands require the employee to routinely read documents for general understanding and for analytical purposes. The employee is required to determine color differences when assembling/servicing equipment.