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Filed Service Engineer HW

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Company: 0529 V.O.S.S. Varinak Onkoloji Sistemleri Satis ve Servis A.S.

Location: İstanbul

Category: other-general

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.

The Field Service Representative (FSR) is the primary contact for Varian Medical Systems (VMS) customer service and repair needs ensuring that our customers' equipment always operates efficiently. The Hardware FSR is responsible for troubleshooting, repairing, installing, upgrading, and performing preventative maintenance on all designated VMS equipment according to instructions and company guidelines. Each FSR operates in a designated field service territory and represents VMS. This requires a high level of professional communication with their team, customers, management, sales, and other technical support.

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.

Minimum Required Skills and Knowledge:

BSC in Engineering is essential.

Sound knowledge of and sound professional technical experience with micro-computers/PC based systems Sound computer usage and debugging skills

Ability to identify and repair complex software and delivery system network problems.

Identify and resolve imaging system defects.

May be able to perform system relocations.

Highly proficient at diagnosing and solving complex mechanical problems, including simple vacuum leaks.

Able to perform vacuum system gun replacements and target replacements.

Maintain certification status for C3 products and achieved certification for TrueBeam

Proficient in most advanced modalities of Varian product lines within geography.

Other Desired Skills and Knowledge:

Proficient at defusing difficult customer situations.

Understands and utilizes the escalation process to Sr FSR

Management, NTS, PSE or Applications Required Certifications and Training

Has completed combined beam & combined imaging Level 2/3 VMS certification testing.

Has completed TrueBeam certification Applicable to the Oncology Systems

Proficient in utilizing business tools such as: E-mail, Microsoft Word, Excel, and PowerPoint.

Experience with HCM (e.g., Workday) or equivalent ERP product and productivity software desired.

#LI-OSI

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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