

Turkey Jobs Expertini®

Technical Services Specialist

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Company: Stryker

Location: İstanbul

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)

Job Description

Technical Services Specialist will be responsible to ensure both the quality checking of new product, and the repair of items that have failed in the customer environment, as well as promoting service agreements after warranty periods expired and performing contracted periodical maintenances. He/She is responsible for troubleshooting, maintaining, calibrating (if needed) and overall status of Stryker equipment by assuring “gold standard” in all aspects of Stryker Services.

Qualifications

Degree in Biomedical Engineering or other related equivalent qualification

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

Experience in similar position will be a plus

Responsibilities

Diagnoses and fault find the repair of company products

Undertakes the service and repair of company products to the required standards

Investigate and evaluate faulty items and quote on the repairs accordingly. Ensure that repairs comply with quality standards of IEC and compile technical reports.

Responsible for the testing of company products and provides fully completed test and service reports

Performs upgrades on company devices as required

Has periodic maintenance visits and performs calibrations on company devices as required

Informs her/his supervisor to keep on critical levels of spare parts inventory to fulfil warranty downtime obligations

Liaise with internal and external customers, supply backup equipment and work according to deadlines. Ensure effective job card system and give feedback to customers when required.

Establishes relations with the key actors affecting the decision to purchase Customer Support products and services as well as with existing/potential customers to improve and

maintain continuity of such relations

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

Ensures all relevant repair/service information is entered into the database. (Or its replacement)

Reports any customer complaints received by service department are handled within company quality system guide lines

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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