

Field Service Engineer based in Germany

Join C-RAD to fight cancer

C-RAD is a fast growing global MedTech Company with its head quarter in Uppsala. We are developing, producing, and selling innovative solutions for the healthcare field. Our focus is cutting-edge solutions for patient positioning, monitoring, and imaging to ensure exceptionally high precision, safety, and efficiency in advanced radiation therapy, helping to cure more cancer patients and improve their quality of life.

We are market leader in our field and have established a global presence. C-RAD is a fast-growing company and stock listed at NASDAQ Stockholm.

Your contribution to our success:

We are now strengthening our Service team with a Field Service Engineer based in Germany to pursue installations and maintenance for our medical products, primarily for the German market but other international assignments will also occur.

The focus is to offer first class Service to our customers remotely and at the clinics, as well as provide 1st line support from the home office.

Your profile:

We are looking for an ambiguous engineer, preferably with at least 6 years of experience from technical service roles, with a willingness to travel. You will be reporting to our Service Manager for EIMEA and APAC.

You have a broad technical interest with a solution-oriented attitude and knowledge within the area of electronics, mechanics, and IT. A professional and a service-oriented mindset are some of your key assets. The below characteristics are related to this role:

- Engineer/technician in Electronics, Mechanics, Computer engineering or IT, or equivalent working experience
- Strong drive and motivation in learning new products
- Great communication skills, good at creating relationships with our customers
- Customer and quality-oriented approach
- Team player with good interpersonal and communicative skills
- Driven and self-motivated
- Structured, analytical, and professional
- Solution oriented approach, positive and service minded
- Fluent in English and German, additional language is a plus

What we are offering you:

- Interesting position in an innovative, fast growing international company with a great team spirit
- A fun and constantly changing work environment with skilled colleagues and exciting products with new technologies
- Short decision-making processes supporting an efficient working environment
- Attractive possibilities for self-development and career progression
- Competitive compensation package

Job description:

- Prepare and perform installations, service, and support activities in line with the company's procedures
- Provide technical trainings to customers on site
- Diagnose errors or technical problems and determine proper solutions, on site or remotely
- On a regular basis, monitor 1st line support and assist customers in solving problems or answering questions
- Produce timely and detailed service reports in line with the company's procedures
- Identify potential product improvements and report into the respective feedback system
- Support R&D with review and feedback on service-related documentation
- Identify and implement improvements in the procedures of the Service organization

Next steps:

If this position is of interest to you, please send us your application incl. a CV. Interviews are being held on a current basis, please send in your application as soon as possible.

Peter Nyman

Service Manager EIMEA and APAC

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