



Norso Medical is an established and successful company supplying, installing and servicing medical devices and systems to Public and Private Hospitals throughout Ireland, our core Business is in Pt Monitoring and Ultrasound with install base of low to high end acuity systems,

The company is headquartered in Belfast and operates national sales and technical services teams servicing clients nationwide.

While primarily based in the ROI region, the successful candidate will offer support throughout the 32 counties to service, repair and maintain the range of Hospital based medical devices distributed by Norso Medical

Position: Field Service Engineer

Job Responsibilities:

The Medical Field Service Engineer when fully trained, will have the ability and experience to handle the day-to-day technical problems and work tasks related to the management, installation, training, maintenance, repair, and calibration of Norso Medical's portfolio of medical equipment at customer locations. This position includes full coverage of the island north and south.

Duties Include: (But are not limited to the following)

- Responsible for on-site installation, implementation, maintenance and repair of company and multi-vendor systems solutions which may include hardware, software and networking products as well as operating systems
- Perform maintenance and repair services
- Sales support from a technical background
- Install and optimize hardware/software/network products and configurations at customer sites
- Diagnose and resolve product performance problems
- Ensure customer satisfaction by advising customers on preventive maintenance and configurations
- Proactively respond to potential equipment issues to prevent unplanned interruption of customers' business
- Serve as an internal resource on technical issues
- Calibrate equipment on-site for large volume customers
- Document all actions and results in a timely manner

Qualifications/Experience:

- Experience in Medical Devices and/or hospital environments (PACS, Clinical Information Systems, Networking)

Knowledge of DICOM / HL7 standards and an ability to troubleshoot issues an advantage

- Strong Technical problem solving and fault-finding skills. Strong IT, computer literacy and networking skills. Experience working within the HSE/Private Hospital sector is preferential
- Qualifications in IT, Electronics or Physics desirable but not essential
- Proven track record in customer support and logical troubleshooting techniques
- Ability to work independently, with minimum direction and in pressure situations
- High professional work and quality standards
- Ability to self-direct and self-motivate
- Ability to plan and organize work effectively
- Excellent communications, listening and interpersonal skills. Strong customer relation skills
- Excellent verbal and written English skills
- The post will require a high level of flexibility to ensure the delivery of an effective and efficient service to Norso Medical's customer base
- Full clean driving license

Salary will be dependent upon experience and qualifications. A company vehicle, with phone and laptop will be provided.

Please note graduate positions will also be considered on merit. Closing Date: ..March 5th 2021

Please forward CV in confidence to patwhelan@norsomedical.ie