WE ARE HIRING

Field Services Engineer wanted!

UK-based contract: Hybrid work option (London area)

ABOUT OPENRAD

OpenRad is a young company reinventing teleradiology. We are integrating the best cloud-based imaging solution into Europe's No. 1 connectivity product suite to deliver a unique remote reporting system. OpenRad can fully digitalise the workflow processes within radiological diagnostic centres. Our zero-footprint, thin-client SaaS-based solutions speed up implementation, increase centre utilisation, provide seamless access to all imaging, and at the same time reduce cost of ownership. We are a London- and Berlin-based company targeting customers globally.

OpenRad

JOB SUMMARY

We are looking to expand our team with someone to install our product OpenRad Cube (by Visbion) at customer sites and provide remote support when needed. You will be working within a small team with flexible working hours.

KEY RESPONSIBILITIES

- Installing & configuring OpenRad software products
- Installing hardware onto customer units & trailers
- Conducting customer staff training to familiarise them with the use & application of OpenRad products
- Logging & responding to customer support requests
- Diagnosing & resolving issues & problems that arise with OpenRad systems, both remotely & on-site
- Ensuring that all relevant administrative, quality & regulatory documentation is accurately completed & maintained
- Adhering to information security rules & procedures
- Supporting the ISO 27001 programme & information security compliance within the organisation
- Supporting the organisation in preserving confidentiality of assets & information
- Responsible for using resources & preserving availability, integrity & confidentiality of assets
- Reporting actual or suspected security and/or policy violations or breaches to IT & the compliance team

SKILLS & EXPERIENCE

- 2-3 years of experience in a similar role
- Medical engineering experience in the relevant modalities & across a range of different systems
- Experience in IT or 1st Line support (desirable)
- Experience working within the healthcare industry (desirable)
- An understanding of electronic systems & processes
- Excellent fault finding & diagnostic skills
- Excellent IT skills, including the use of Microsoft Office
- The ability to interpret complex instructions & system manuals
- Experience in building & maintaining productive relationships, including those with customers & suppliers
- Well-developed negotiation & engagement skills

WHAT MAKES US A GREAT PLACE TO WORK?

Every employee at OpenRad has a voice, carves their own path, and uses their expertise to help co-create and add to our story. Together, we have the power to make meaningful changes to create a truly positive impact and make the world work better for everyone. We offer a chance to work in a way that aligns with your values and allows you to get involved in purposeful work.

Join us in our exciting journey, a journey that will lead not only to success but also to an industry benchmark that other companies one day will follow.

Please send your CV or questions to: recruitment@europe-hr-solutions.com

We do look forward to hearing from you!

OpenRad is committed to being an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, colour, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances.

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