Field Service Engineer (Home-based)

Who We Are

Join our small and passionate team at Vista.ai as we shape the future of MRI. MRI is a powerful tool for visual analysis of the human body, but its potential is often not fully realized because of the complex knowledge required to produce consistently high-quality scans quickly. Our FDA-cleared AI-guided software automates MRI exams so that clinicians can perform scans quickly, accurately, and affordably, while significantly reducing exam time and increasing the consistency of imaging results.

Job Description

We are looking for a highly motivated and experienced Field Service Engineer to join our team. The ideal candidate will have a strong understanding of computer technology, Linux and Windows operating systems, computer networking, and medical imaging software. Experience with GE HealthCare or Siemens MRI systems and real-world medical device problem solving are a plus.

Responsibilities

- Install and upgrade operating systems and accessory software
- Provide a point of contact for customers to report hardware problems
- Troubleshoot and resolve those problems in a timely manner
- Interact with engineering to escalate problems that aren't independently resolvable
- Provide Customer feedback and make recommendations to company-internal stakeholders, including Engineering and Quality
- Maintain accurate service records of calls and repairs in a timely fashion
- Participate in vendor representative credentialing to assure compliance with local, national, and healthcare facility policies, procedures, and requirements.
- Adhere to state and federal regulatory requirements
- Maintain currency on state-of-the-art MRI technology
- Lead and collaborate with company-internal stakeholders to develop field service engineer best practices

Qualifications
• Bachelor's degree, 2 years minimum vocational training, Military experience, or equivalent in a technology-related field
• 3+ years servicing diagnostic medical equipment experience
• 2+ years servicing GEHC or Siemens MRI equipment is preferred
• Experience with Linux, Windows, PACS, DICOM, RIS, hospital IT connectivity, and computer networking is preferred
• Competency and understanding of MRI image acquisition software
• Understanding of radiology department clinical workflows a plus
• Excellent customer service, communications, and interpersonal skills
• Strong analytical and problem-solving skills
• Ability to work independently and as part of a team
• Flexibility and willingness to travel within the CONUS up to 80% of the time; potential for future international travel as the company expands
• Valid driver’s license, good driving record, and passport required

Benefits

• Competitive salary and benefits package
• Opportunity to work at a dynamic medical imaging startup
• Chance to make a real impact on the lives of patients
• Collaborative and supportive work environment

If you are a highly motivated and experienced Field Service Engineer, we encourage you to apply. Please submit your resume and cover letter to apply@vista.ai