Vacancy Field Service Engineer MR/RSE

In this role you have the opportunity to

We challenge you to join Philips Health Systems as a Field Service Engineer MR/RSE where you will WOW our customers in the region middle and North Netherlands by using your strong technical and good communication skills in providing the best in class customer service! As part of the Service engineering organization you will contribute to providing the right data, context, and approach, which will change the way, we do business and make a difference for our customers.

You are responsible for

- Responsible for servicing and installing professional Philips Health Systems equipment and maximizing customer satisfaction.
- Install Philips Health Systems CT/RSE equipment according standards with respect to quality and installation time as set by PH
- Own the customer experience through the life cycle of customer systems from installation through end-of-support.
- Be flexible and inventive in a challenging and growing area
- Perform planned maintenance and equipment modifications within the scheduled time and to the quality standards set by PH
- Perform corrective maintenance, supported when necessary by remote support center.
- Responsible for executing service events (maintenance & Installation) in compliance with applicable version Business service manuals and relevant PH quality standard policies
- Submit timely and accurate service data, job sheets, reports, expense claims, radiation film badges, field problem reports and other paperwork as assigned
- Demonstrate commitments to meet customer needs and requirements by ensuring all given quality standards
- Be aware of customer needs and potential commercial leads. Provide feedback and recommendations to commercial colleagues and management in the district.
- Be a professional representative for PH with respect to customer problems, ensuring personal acceptability by the customer in appearance and behavior in accordance with PH policy and targets
- Every 6 weeks consignment duty to provide 24/7 service to our customers
- Schedule possible with Saturday and 4 days evening shift till 0.00u once in 6 weeks

You are part of

Philips Health Systems Benelux is a sales and service organization with roughly 350 employees. 250 Of those 400 are active in the Customer Services domain. The Customer Services departments are responsible for servicing the Philips imaging and IT equipment installed at customers in the Benelux (mainly hospitals). Training customers to optimally utilize the equipment is also part of the responsibilities of the HC Benelux organization.

The Benelux organization is divided in four geographical districts which are each responsible for all sales and services activities of the total Philips Health Systems portfolio in their respective Districts.

To succeed in this role, you should have the following skills and experience

- Bachelor or MBO in Electrical Engineering/Biomed disciplines with at least 5 years' experience.
- Proven experience in maintenance and troubleshooting of technical complex systems
- Preferably demonstrable relevant experience in Nuclear Medicine in a hospital environment
- Deliver required results with high levels of customer satisfaction, both internal and external.
- "Can do" mentality and pro-active with a positive, open attitude
- Good communicator
- Team player
- Must hold a valid driver's license
- Mainly working in West of the Netherlands, but willing to travel in whole Benelux.
- Participate in 24/7 shifts, one week every 6 weeks.
- Fluent in English, verbal and written in addition to Dutch

In return, we offer you

We welcome you to a challenging, innovative environment with great opportunities for you to explore. Our benefits are very competitive and designed around your preferences:

- A competitive salary;
- A variable bonus based on both Philips' results and personal performance;
- A solid company pension scheme and an attractive health insurance package;
- The opportunity to buy Philips shares and products at a discount;
- A healthy work-life balance.

Are you interested? Please apply here!

Why should you join Philips?

Working at Philips is more than a job. It's a calling to create a healthier society through meaningful work, focused on improving 3 billion lives a year by delivering innovative solutions across the health continuum. Our people experience a variety of unexpected moments when their lives and careers come together in meaningful ways.
To find out more about what it's like working for Philips at a personal level, visit the Working at Philips page on our career website, where you can read stories from our employee blog. Once there, you can also learn about our recruitment process, or find answers to some of the frequently asked questions.