

SUPPORT TECHNICIAN IMAGE GUIDED SURGERY - BENELUX

WHAT TO EXPECT

We are seeking for a highly motivated Support Technician in the field of Image Guided Surgery / Digital OR for our systems installed in hospitals in the Benelux. The position will be reporting directly to the Regional Manager and you will be based from your home office. Preferably located centrally in The Netherlands, as you will mainly serve hospital customers in the Netherlands.

Your main responsibilities will be:

- Install Brainlab Surgery and Digital OR systems, devices and softwares in hospitals in your region
- Perform Maintenance and Inspection of systems/devices incl. Electrical Safety Tests
- Repair systems/devices/software installations
- Execute SW/HW upgrades
- Complete every installation or service assignment quickly and efficiently
- Conduct and complete Preventive Maintenance and Inspections (PMI) in specified time
- Plan, organize, and implement all service assignments conscientiously and independently following the directive from the Support Manager
- Keep customers up-to-date regarding their requests and minimize down time
- Ensure that all service assignments are in conformity with agreements made
- Perform and document all mandatory administrative tasks accurately according to the Brainlab's policies in a timely manner
- Provide ideas and innovation to improve current products, provide sustainable input for continued engineering
- Provide technical assistance and advice with sales demonstrations and sales discussions
- Be friendly, calm, and competent on a face-to-face basis with customers

Training for the role is 4 to 6 weeks and is conducted at our headquarters in Munich and also in the field with experienced colleagues.

Your assigned region is The Netherlands, and you will also support the colleagues in Belgium and Luxemburg when needed. 4 out of 5 days you will be "on the road" in your region with occasional travel abroad.

WHAT YOU OFFER

- Preferably you have completed a HBO, Bachelors or Masters degree in Engineering, Clinical Physics, Medical Technology or a technical or IT-related degree or equivalent through experience.



- Self-planning, organization and implementation of all service activities
- Adapt in working as part of a team or individually.
- Good sense of humor
- Willingness to travel within the Benelux area and abroad
- Fluent in Dutch and English. Knowledge of French will be considered a plus
- Knowledge of IT-networks and server environments is also a plus

READY TO APPLY?

We offer you a professional business environment, an international team and a performance-oriented environment as a base to consequently realize your ideas. Through distinguished training, efficient education and the regular exchange of experience with colleagues from different departments, you will be demanded and promoted, both professionally and personally.

Interested? Then we are looking forward to receiving your online application including your start date and salary expectation!

Contact person: Ariadna Pijoan

Job number:489757