



JOB DESCRIPTION – SERVICE MANAGER

Description	
Job Title	Service Manager
Reports to Title	VP Operations
General Accountability	<p>Our mission is to Profoundly change the standard of care by creating a tomorrow where clinicians can confidently ablate tissue with precision; a tomorrow where patients have access to safe and effective treatment options, so they can quickly return to their daily lives. Changing the standard of care is part of our fabric. We are a group of energetic, problem-solvers focused on innovation, and looking to change the world. If you want to make a Profound impact with your career, here is your chance.</p> <p>The Service Manager ensures that all customer and clinical sites using the company's product are free of technical issues. When an issue exists, they ensure that the right company resources are deployed to resolve it as early as possible.</p>
Duties and Responsibilities	<ol style="list-style-type: none"> 1. Act as the first point of contact at the company for all technical issues experienced by field personnel 2. Create action plans to respond to and resolve technical issues, with a constant focus on improving the quality of the product and the customer experience 3. Interact with the engineering and operations team to drive the resolution of technical issues 4. Organize field deployment of solutions to quality problems 5. Participate in product design activities as an advocate for product quality and customer experience 6. Review all design verification plans and manufacturing test plans, and drive improvement to these plans, to eliminate escaped defects 7. Be responsible for the creation of troubleshooting guides for users and field personnel 8. Contribute to the establishment of a professional technical service team at the company 9. Advocate for product quality in company meetings.

Competencies	
Education	Engineering undergraduate degree or other degree in science
Certifications	None
Key Attributes (experience, skills and	<p>Required:</p> <ul style="list-style-type: none"> ▪ 7-10 years industrial experience in medical device industry or a similar industry (instrumentation, industrial equipment, etc.)



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technical knowledge)	<ul style="list-style-type: none">▪ 3+ years experience with providing technical service in any capacity▪ 2+ years management experience▪ In-depth understanding of product lifecycle and design methodologies▪ Knowledge of manufacturing technologies▪ In-depth knowledge of quality management systems (ISO 9001 or ISO 13485)▪ Tenacious problem solver, organized, detail oriented▪ Solid knowledge of information technology: IP networking, security, Windows OS <p>Desirable:</p> <ul style="list-style-type: none">▪ Experience working with imaging or therapeutic medical devices
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