



COMPANY OVERVIEW:

Founded in 1988 in Grand Rapids, MI, Innovative Medical Systems (IMS) is dedicated to serving clients with integrity and offering an unparalleled level of service both before and after the sale. We are an experienced integrator of complex hospital hardware and software systems, as well as a seasoned distributor of other healthcare solutions such as computer mounting systems, medical carts, and patient care/obstetrics furniture. Since inception, IMS has grown from 3 principals serving one state to over 50 employees serving healthcare facilities across the country.

Our success stems from our ability to capitalize on healthcare and technology trends by partnering with leading manufacturers and suppliers to deliver superior products and system solutions using our signature sales and support expertise. IMS has developed a unique and individualized “solutions-based approach” to the complex needs of our customers that has helped us become a trusted partner to hundreds of hospitals. For more details, visit: <http://www.innovative-medical.com>

JOB TITLE:

Field Service Technician – Level 3.

CORE JOB OBJECTIVE:

As a key profit center focusing on system installation, service contracts, customer service calls, and sales support, the Service Department plays a vital role in ensuring ongoing customer satisfaction and retention. Service Technicians are responsible for executing equipment and system installations; conducting preventative maintenance inspections; installing software upgrades; and troubleshooting system and equipment issues. The Service Technician (Level 3) is responsible for ensuring that all assigned service tasks and projects are completed in an efficient and sufficient manner through a combination of telephone, remote access, and on-site customer support. The successful Service Technician (Level 3) must rely on excellent organizational skills and proven technical ability to effectively prioritize and execute service tasks as well as ensure prompt and accurate documentation of incoming and completed service orders.

LOCATION:

Based out of the Company’s main office in Grand Rapids, MI with travel to surrounding states.

WORK SCHEDULE:

Full time position; office hours Monday – Friday 8am – 5:00pm with overtime hours as needed; bi-weekly travel to projects at offsite locations with varying daytime schedules and occasional nightshifts.

KEY JOB SKILLS:

- Ability to work as part of a team to execute projects and provide customer support
- Highly motivated, self-driven individual willing to take initiative

- Organized, detail-oriented, and capable of managing multiple tasks and priorities simultaneously
- Willingness to routinely travel to customer sites, both locally and regionally
- Excellent customer service skills, including oral and written communication skills
- Logical, systematic troubleshooting skills in both electronics and information technologies
- Ability to efficiently and sufficiently complete and maintain detailed documentation
- Proficiency with Microsoft Office Suite

COMPENSATION:

Competitive hourly pay rates starting at \$22/hr to \$27/hr based on experience in addition to overtime, bonus plan, and benefits.

BENEFITS:

Comprehensive benefits package including medical and vision insurance beginning on first day of employment, paid time off, paid holidays. 401(k) plan, flexible spending accounts, Company-provided cell phone and laptop computer, and travel expense reimbursement. Company provides access to Company-owned vehicles for business use.

PREFERRED EDUCATION AND EXPERIENCE:

- Associate degree/certificate in electronics-related field or CompTIA A+ Certification
- 2-3 years of previous field experience preferred but not required
- Knowledge of electromechanics a plus

OTHER REQUIREMENTS:

- Valid driver's license with clean driving record
- Successful completion of background check, as well as drug and alcohol screening

ESSENTIAL FUNCTIONS:

The following physical tasks are required (percentage of time during a typical workday may vary)

- Ability to occasionally lift or carry 25-50 pounds on some occasions, and routinely lift or carry up to 10 pounds
- Bending, stooping, kneeling, crouching, and crawling
- Climbing and balancing
- Pushing, pulling, and twisting using force
- Ability to sit or stand for periods required for travel, particularly travel by car
- Ability to sit or stand for periods of time as required to complete on-site customer projects
- Ability to sit or stand for periods of time as required to perform office duties
- Ability to read a computer screen or projected screen
- Ability to communicate orally or in writing
- Ability to hear/see electronic equipment as necessary to ensure proper operation

IMS is an equal opportunity employer.