

# Echoserve

## Job Description

<b>Position title:</b>	Director of Service Operations (CT)
<b>Reports to:</b>	VP-Service
<b>Location:</b>	Corporate Headquarters (Colorado)
<b>Travel:</b>	Up to 25%

### Overview

The Director of Service Operations for CT equipment is a senior-level service engineering position. This position reports into the VP-Service. This individual will work in a matrix organization with close contact with the VP-Engineering, Operations and Sales. The primary objective of the Director of Service Operations is help establish, develop and maximize the profitability of the Company's CT related field service, parts and equipment business. The Director of Service Operations works extensively with the Company's medical equipment repair depot organization, a field service engineering staff and upper level management.

### Responsibilities

- Play a lead role in the establishment of Company's CT business segment.
- Support the Company VP-Service in all aspects of service delivery for our CT product line.
- Support the Company VP-Operations in relevant aspects of CT part exchange sales and depot repair.
- Support the clinical sales and service group in quoting, acquiring and supporting CT service and equipment business.
- Work closely with Company clinical and national account sales personnel in the sale of CT parts.
- Play a major role in the recruiting, mentoring and retention of Company Field Service Engineers (FSEs).
- Maintain proper working order for all in-house x-ray test equipment.
- Gain a high degree of expertise in all of the CT platforms supported by the Company.
- Assist the Company VP-Engineering in the development and implementation of advanced repair processes relatd to CT equipment.
- Coordinate and manage all CT FSE training.
- Maintain all CT FSE training records.
- Develop an external (i.e., biomed) field service training program for CT and help in the marketing of service training offerings.
- Evaluate imaging equipment at new start-up and current accounts and identify potential financial exposures with new accounts.
- Implement strategies to minimize labor and material cost exposures with all assets managed by the Company.
- Analyze outside service contracts and purchased services and drive changes to increase Company profitability.
- Review and support all CT service contracts.

- Assist with the structuring and pricing of CT service contracts and billable service.
- Provide product information to assist sales in service quotations.
- Support the VP-Service with the development, implementation and management of service quality related to CT equipment.
- Support VP-Operations and VP-Engineering with the implementation and maintenance of Quality Assurance programs for the parts depot repair operation.
- Design, establish and maintain imaging systems database and asset service history.
- Create and manage the process for identifying and inventorying assets managed by the Company.
- Identify and drive the integration of complementary product lines into the Company's service offering.
- Assist Company accounting resources in analyzing costs and profitability of service accounts, specific assets and individual FSEs.
- Contribute to the performance review of FSEs, select depot repair technicians and sales personnel.
- Identify, establish and help to manage strategic suppliers.
- Provide input to Company's top-level business plan and strategic vision.
- Monitor use of asset management program by field service staff to include the correct inventorying process and recording of equipment service history (internal & external).
- Conduct site audits to ensure service delivery is exceeding customer expectations.
- Identify specific tools, capital equipment and inventory required to maintain assets.
- Be a CT service representative on Company Educational Counsel.
- Create, maintain and distribute service documentation to FSEs.
- Provide on-site, telephone and e-mail technical support to FSEs, sales representatives and customers.
- Assist in the valuation of trade-in equipment and the sale or acquisition of used imaging systems.
- Provide functional requirements for the implementation and management of the Service Call Center.
- Assist with the documentation of Company field service processes.
- Draft and distribute operational policies and procedures relating to the maintenance and repair of equipment and recommend process improvements.
- Assist customer service representatives in the sourcing of replacement parts.
- Provide back-up service support as needed or indicated.
- Provide system and subsystem test support as required.
- Coordinate, monitor and assist in the installation of removal of equipment and customer sites.
- Review, document and maintain skills of all CT FSEs and work with service management to optimize field service labor distribution.
- Manage internal and field service radiation safety programs.
- Manage requisite regulatory submissions, registrations and related communicated related to field service and depot repair.

