



We Help Services
Organizations Get Better
At What They Do

DIRECTOR OF SERVICE ENGINEERING

The Director of Service Engineering is responsible for leading and developing a Service Engineering team serving as the technical subject matter experts for assigned medical diagnostic systems and software, ensuring service readiness and product life cycle management to meet all functional and business objectives across the modality.

Roles and Responsibilities:

- Leadership member representing the Service group on cross-functional business platforms teams
- Report-out responsibility to Leadership Team on product health and service delivery metric key driver goal status
- Coaching and motivating team to deliver exceptional Service group representation on new product development and sustaining engineering core teams, including: design for service, product health and service delivery metrics, timely and verified documentation, and regional service readiness at launch
- Building and delivering compelling business cases that influence the platform leadership teams to invest in service related continuous improvement and sustaining engineering program activities that will enhance the customer experience, decrease cost to service, and improve service delivery
- Ensure the development of tools, spare parts and documentation necessary to assist during product installation, maintenance, troubleshooting and repair
- Soliciting and integrating voice of region input via regional service leaders, field service engineering and application specialists to ensure alignment with strategy
- Inspiring effort, developing talent, and succession planning across the Service Engineering team
- Leading and facilitating change management workouts across business process initiatives
- Championing product security requirements and employee health & safety adherence

Preferred Qualifications:

- Bachelor's degree in Mechanical, Electrical Engineering, Computer Science, Information Technology/Information Systems, Business Administration, or related scientific discipline
- Master's or advanced degree in related field desirable
- Experience managing a team within Service Engineering, Research or Product Development, Quality Engineering, Field Service, Technical Support, Product Management or related area highly preferred
- Experience with hardware and software systems integration, preferably with medical devices or complex medical instrumentation in a Health Information Technology (HIT) role
- Basic aptitude of network topology and understanding of the network interactions between routers, switches, and firewalls
- Experience supporting or leading field service engineering and applications personnel
- Experience implementing product or software development projects within a highly matrixed organization
- Continuous improvement leadership with certification as a six-sigma black or green belt, or lean leader
- Project Management experience with PMP Certification desired
- Experience implementing and bringing to market new solutions