TECHNICAL SERVICE ENGINEER

Posting ID: EM178014AE
Company: Omnicell, Inc.
Position Type: Part-Time
College Major(s): Mechanical Engineering (ME), Electrical/Computer Engineering (EE/CpE), Computer Science (CS)
Company Website: http://www.omnicell.com
Work Location: Las Vegas, NV
Salary: $20/hr
College Level(s): Undergraduate-Senior, Graduate Student

OVERVIEW

Since 1992, Omnicell (NASDAQ: OMCL) has been inspired to create safer and more efficient ways to manage medications and supplies across all care settings. As a leader in medication and supply dispensing automation, central pharmacy automation, IV robotics, analytics software, and medication adherence and packaging systems, Omnicell is focused on improving care across the entire healthcare continuum—from the acute care hospital setting, to post-acute skilled nursing and long-term care facilities, to the patient’s home. Omnicell Technical Service Engineers (TSE) provide troubleshooting, repair services and scheduled preventive maintenance for the Omnicell’s pharmacy and supply automation solutions at customer sites within a designated geographic area. Omnicell TSEs are dispatched as needed by Omnicell’s 24x7 Call Center. Although TSEs focus mainly on hardware repairs, the Omnicell solutions are a combination of hardware and software and TSEs work with both

Roles and Responsibilities
On site troubleshooting and repair of customer problems on Omnicell products
Meet company guidelines for response time and service levels
Differentiate between hardware and software product problems
Collect and report all customer and problem data in Omnicell database
Escalate product bugs, malfunctions, and design issues for resolution
Provide support coverage 24 hour/7day a week
Frequent local travel in primary area
Provide backup support in adjacent areas as needed
Participation in various staff meetings
Manage territory service quality and customer satisfaction; parts inventory and RMA process; and software updates
Participate in various field projects as necessary
Troubleshoot customer issues over phone and provide remote support
Provide home work space and space for trunk stock inventory
Education and Qualifications
Bachelor's degree in Electronics, Computer Science, or Engineering
Coursework in Network Engineering, Robotics or Electronics
Experience working in a hospital environment a plus

Preferred Skills
Computer skills in the following areas: Database, Word Processing, Spreadsheets, & Graphics.
Computer systems skills: Windows 7, XP, 2003 SQL, Firefox & Networking
Basic electronics knowledge
Possess and excellence in speaking and writing English
Excellent interpersonal communication skills with the ability to work well with customers
Must have good organization skills
Must be able to lift 50 lbs. to approximate 5 ft. height
Ability to
multitask
evaluate multiple customer issues and set priorities
manage processes
Note: The selected individual must have a valid driver license with an acceptable driving record,
be able to meet company’s insurance coverage requirements and have their own vehicle in
acceptable working condition.

How to Apply
http://www.omnicell.com/careers