

Customer Service Representative

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Company: 0527 Varian Medical Systems Iberica SL Spain

Location: Spain

Category: computer-and-mathematical

Together, we can beat cancer.

At Varian, a Siemens Healthineers Company, we bring together the world's best talent to realize our vision of a world without fear of cancer. Together, we work passionately to develop and deliver easy-to-use, efficient oncology solutions.

We are part of an incredible community of scientists, clinicians, developers, researchers, professionals, and skilled specialists pushing the boundaries of what's possible, to improve people's lives around the world. We embrace a culture of inclusivity in which the power and potential of every individual can be unleashed. We spark ideas that lead to positive impact and continued success.

If you want to be part of this important mission, we want to hear from you.

Field Service Engineer HW Castilla y León (Salamanca, Valladolid or Burgos)

Main Location:Valladolid or Salamanca

Job responsibilities:

- Service and maintain complex Varian products according to technical documentation and training provided.
- Continuous focus on customers, exploring all possible ways to minimize equipment downtime and enhance performance. Develop and maintain strong customer relationships, through the use of emphatic written, verbal, and interpersonal communication skills.
- Provide phone support / remote assistance to customers and to the Field Engineer as required.
- Autonomously manage time and maintain a schedule to include preventative maintenance,

installations and upgrades as well as incoming customer calls demonstrating the ability to assess and prioritize the urgency of customer requests and follow-through to completion. Input detailed records of service visits into company information systems, including technical problems, actions taken, and parts employed.

- Initial training period implies assistance to Technical Courses in Las Vegas (USA) and Bern (Switzerland) Training facilities for some weeks. Once completed, maintain yourself constantly updated in technical publications and procedures related to Varian assigned equipment.

- Maintain a high degree of professional knowledge and safety consciousness according to our guidelines.

Qualifications and Experience:

- Graduate or Bachelor of Technical Institute in electronics, electrical/biomedical engineering, related fields, or equivalent education.

- You bring 1 – 2 years of related experience preferred.

- Excellent troubleshooting skills in any complex equipment, with proficient use of testing equipment

- Sound knowledge of and professional technical experience with IT equipment and network basic troubleshooting.

- Articulate and skilled in interpersonal communication and building solid trustful relationships.

- Fluency in Spanish and English

- Willing to work normal and non-normal hours as required to support the customers and to travel frequently with an estimation of 3 nights away from home per month.

#LI-OS1

Varian is required to comply with all local and applicable regulations that may be associated with vaccine requirements for certain roles.

Fighting cancer calls for big ideas.

We envision a world without fear of cancer. Achieving this vision takes dedication and commitment from all of us, every single day. That's why we celebrate and value the distinctly beautiful and intersectional identities of each of our employees. We are a mirror of our patient-base, which allows us to innovate. Big ideas come from everywhere, and the best ideas are fostered by our unique individual experiences. At Varian, we encourage you to bring your whole self to work and believe your bold and authentic perspective will help to power more victories over cancer.

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