



COMPANY OVERVIEW:

Founded in 1988 in Grand Rapids, MI, Innovative Medical Systems (IMS) is a unique specialty distribution sales and service organization for acute care Hospital Products, all of which are technical by design, and require a high level of user support, including initial training and after-sale support. We successfully identify trends in product technology and Healthcare regulatory influences and capitalize on them, by aligning with leading product manufacturers, to build a “best of breed” product group and merge those with our expertise in sales and support.

IMS has developed a highly-refined ‘solutions based approach’ to its business. We deliver the optimized product or service for each application, resulting in excellent customer outcomes. IMS has become a trusted partner to hundreds of hospitals, applying a customer centered approach to its sales, installation and support procedures, providing individualized solutions to complex and unique hospital product and system needs, resulting in long-term customer satisfaction. Visit our website for more details: www.innovative-medical.com

JOB OVERVIEW:

To be a part of the IMS team it takes a talented, highly motivated, and detailed individual, with integrity, strong work ethic, and a desire to deliver and support solutions to our customer base. Our company puts the customer first, delivering a properly designed, installed and configured solution. We believe this is evidenced by a loyal customer base and our long standing tenure of our overall company personnel.

JOB OBJECTIVE:

Field Service Technician’s report directly to the Technical Support and Service Managers regarding scheduling and technical support issues. The Service Technician will complete equipment/system installations, software upgrades and scheduled preventive maintenance inspections typically at the customer site. In addition the Service Technician will provide technical customer support requests and document all services completed in the Service Order. Customer support may be provided by phone, remote access or travel to provide onsite support as required.

JOB TITLE:

Field Service and Installation Technician.

LOCATION:

Work from home in the Indianapolis, IN area covering surrounding states.

SCHEDULE:

Full time, Monday – Friday 8am – 5:00pm, bi-weekly ground travel with overtime.

JOB REQUIREMENTS:

Associates Degree in Electronics or Electronics Certification with a minimum of 2 to 3 years field experience preferred. Position requires a strong background in Information Technologies including software installation, OS and network troubleshooting, and mechanical skills for equipment installation and troubleshooting. Must be able to travel bi-weekly to customer sites and must have a clean driving record. Able to work as a team member, team leader, or independently as job requires. Able to self start and complete tasks with high degree of accuracy and attention to detail. All travel expenses, specialty tools, training, and service vehicle provided by employer.

CCTV, Access Control, or Building Control Systems experience preferred. Criminal background, driving record, and drug screening checks required.

COMPENSATION:

Starting Hourly Rate: \$20 to \$25/hr based on experience with overtime and bonus plan. Total compensation \$50K to \$65K plus benefits.

BENEFITS:

401K, Paid Holidays, Paid Personal Time Off, Paid Vacation, Health Insurance, Flexible Spending Plan, Long-Term Disability, Cell Phone and Laptop Computer. Company provides vehicle for company use, test and installation equipment and all travel expenses.

EDUCATION REQUIREMENTS:

Associates Degree in Electronics, Electronics Certification or CompTIA A+ certification

OTHER REQUIREMENTS:

Must have valid Driver's License
Pass random drug and alcohol screening
Broadband Internet Access at home

ESSENTIAL FUNCTIONS:

The ability to routinely travel to customer work-sites.

The ability to safely drive to and from customer work-sites, including maintaining necessary good driving record for insurance purposes.

Good customer communication skills, both verbal and written.

Ability to complete and maintain detailed documentation.

Logical systematic troubleshooting skills in both electronics and information technologies.

Ability to self-start and complete tasks with a high degree of accuracy and attention to detail.

Ability to complete the following physical demands:

Walking – Moving about on foot

Lifting – Raising or lowering an object from one level to another (includes upward pulling) 50-70 lbs.

Carrying – Transporting an object, usually holding it in the hands or arms, or on the shoulder.

Pushing and Pulling – Exerting force upon an object so that the object moves away or towards the force.

Climbing – Ascending or descending ladders, stairs or scaffolding using feet and legs or hands and arms.

Balancing – Maintaining body equilibrium to prevent falling when walking, standing or crouching.

Stooping – Bending body downward and forward by bending spine at the waist, requiring full use of the lower extremities and back muscles.

Handling – Seizing, holding, grasping, turning, or otherwise working with hands and fingers.

Hearing – Perceiving the nature of sounds by ear.

Vision – Clarity of vision at 20 inches or less and far vision at 20 feet or more