

# Field Service and Remote Support Engineer

## About Us:

At Visbion we provide a full end-to-end managed service to enable configuration, connectivity, monitoring and tracking of both the modality and the trailer itself. We have developed the Image Cube Mobile Managed Service, a full fleet management solution, specially designed to overcome the challenges associated with medical diagnostic scanners in mobile and relocatable units. Visbion Image Cube is an intelligent DICOM 3.0 routing, translation, compression, and encryption device. It is currently also being used extensively by the NHS Breast Screening Services and Diagnostic Imaging Services to provide image transfer, connectivity, configuration, and location tracking for their fleets of mobile scanning trailers.

## About the Role:

We are looking to expand our team with someone to install the Image Cube at customer sites both in the UK (mainly in the Northwest of England) and EU and provide remote support from home. This position is remote with full training provided at our offices based in Surrey. You will be working within a small team with flexible working hours.

## Duties

- Installing and configuring Visbion software
- Install hardware on to customer Units and Trailers
- Conduct customer staff training to familiarise them with the use and application of Visbion products
- Log and respond to customer support requests
- Work to diagnose and resolve issues and problems that arise with Visbion systems remotely and on-site
- Ensure that all relevant administrative, quality, and regulatory documentation is accurately completed and maintained

## Skill Specification

- Drivers Licence and confident driving on motorways
- Strong attention to detail
- Comfortable installing computers and cabling
- Confident talking to customers in person and on the phone
- Experience in IT or 1<sup>st</sup> Line support (desirable)
- Experience working within the Healthcare industry (desirable)

Contact Visbion:

**T:** +44 (0) 370 850 3486 | **F:** +44 (0) 370 850 3487 | **E:** [info@visbion.com](mailto:info@visbion.com) | **W:** [www.visbion.com](http://www.visbion.com)