



Electro-Mechanical Assembly and Field Service Technician

Company Overview:

NinePoint Medical is positioned to improve patient care through the development of medical devices that enable high-resolution in-vivo imaging. Using advanced optical technologies, NinePoint Medical empowers treating physicians and pathologists to image cross-sectionally to visualize features at and below the mucosal surface, over very large areas.

Position Summary:

The Electro-Mechanical Assembly and Field Service Technician will serve a dual role with responsibilities in the following two areas:

- Performs the installation, repair, and on-going service activities for NvisionVLE console equipment at the various site locations.
- Performs electro-mechanical assembly and functional testing of NvisionVLE sub-assembly and final assembly console units.

Job Functions:

- Conducts the installation, in-service training, and on-going service activities for NvisionVLE console equipment at the various site locations.
- Performs problem diagnosis and over the phone assistance for technicians/sales personnel related to field hardware/software.
- Coordinate installation and device training with hospital staff.
- Conduct follow-ups with customers based upon completed service calls.
- Conduct on site customer staff training on the overall product workflow for both the console and disposable catheter line.
- Responsible for performing production and field service returns testing and troubleshooting.
- Use schematics or drawings, as well as verbal and written instructions to assemble, modify, rework or reassemble various components/units.
- Read and interpret Manufacturing Routers and Document Production results on the appropriate forms; logs are to be kept with neat, legible writing.
- Work closely with mechanical, electrical, and optical engineers providing feedback and recommending changes to improve the quality of testing and processes.
- Other responsibilities as assigned.

Position Requirements/Qualifications:

- High School Diploma or equivalent.
- Three (3) years' experience in electro-mechanical assembly or service preferably in the medical device industry.
- Thorough understanding of computer software, hardware technologies and communication technologies.
- Prior experience, knowledge with medical devices in an FDA regulated environment.
- Excellent verbal and written communication skills.
- Ability to quickly learn and understand new technologies.
- Excellent customer service skills.
- The ability to evaluate and troubleshoot complex electromechanical instruments.
- Experience using oscilloscopes, function generators, variable power supplies, digital multi-meters, and general hand tools.
- Demonstrated detailed root cause analysis troubleshooting skills.
- Experience in handling static sensitive devices and working in an ESD (Electrostatic Discharge) environment required.
- Ability to maintain positive working relationships.
- Ability to lift and move 60lbs.
- Ability to travel over 50% (domestic and international) and on short notice

The Nine Points for Success

1. Constantly create high quality products that improve patient care
2. Value high quality innovation
3. Be better than industry standard in the quality of our people and the efficiency of our operations
4. Value relationships that build respect and foster team work
5. Utilize good communication
6. Create and maintain a positive work environment that is fun and rewarding to be a part of
7. Cultivate individual responsibility and promote personal and professional growth
8. Value diversity of people and opinion
9. Make a difference