



Jump Team Field Engineer Apprentice Job Description

At GE Healthcare, our machines, our software, our solutions, our services, and our people make a genuine difference to medical professionals and patients all over the world. That's because we never lose sight of what healthcare really needs—the human touch.

In this role, the Jump Team Field Engineer Apprentice will be focused on completing critical Field Modification Instructions (FMI). They will observe and perform various equipment service processes and procedures to drive customer satisfaction.

RESPONSIBILITIES

- Complete all necessary training to compliantly conduct Field Modification Instructions (FMI).
- Complete Field Modification Instructions (FMI) and associated documentation as directed by the FMI team.
- Maintain consistent communications with customers to ensure resolution and proper follow-up, leading to customer satisfaction.

Supervised responsibilities may include:

- Document all repair actions and submit reports/summaries according to schedule. Maintain approved parts inventory. Manage vendor's service delivery processes in compliance with GE policies, as instructed.
- Evaluate basic customer biomedical equipment issues, implement appropriate repairs; as assigned, perform planned maintenance (PM), safety, environmental inspections and maintain effective customer relations. Follow appropriate GE policies, procedures, hospital protocol and complete necessary documentation, as guided.
- Work within hospital radiology environment to evaluate and troubleshoot imaging equipment issues and implement appropriate repairs.
- Perform safety and environmental inspections ensuring compliance to Health and Human Services and Environmental Health and Safety guidelines.
- Complete necessary service and repair documentation following hospital protocol and GE policies & procedures.
- Learn and ensure proper care of tools and test equipment and ensure calibration. Enhance and maintain technical knowledge of current standards, codes and procedures regarding safe and effective use of medical equipment.
- Mentor with and assist more experienced technicians on progressive repairs and resolution, and will work as a member of the local team to provide efficient service delivery to all accounts within assigned area
- Complete all planned Quality and Compliance training within the defined deadlines. Identify and report any and all customer quality or compliance concerns immediately to the Quality Organization.
- Aware of and comply with the GEHC Quality Manual, Quality Management System, Quality Management Policy, Quality Goals, and applicable laws and regulations as they apply to this job type/position.

REQUIRED QUALIFICATIONS

- AS, BS, MS degree, military education, certificate program, current student with less than 12 months from completion (with a cumulative GPA of a 2.0 or higher based on a 4.0 scale) OR High School Diploma/GED with 6 months experience servicing electronic, IT or mechanical equipment.
- Previous experience and/or course work in which you have successfully interpreted schematic diagrams and performed troubleshooting and planned maintenance on basic diagnostic imaging or electronic equipment following current standards, code, and procedures to ensure safe and effective operation of those devices.
- Must have reliable transportation and a valid driver's license.
- Legal authorization to work in the U.S. is required. We will not sponsor individuals for employment visas, now or in the future, for this job



DESIRED QUALIFICATIONS

- Previous experience interpreting schematic diagrams and perform effective repair and planned maintenance on basic biomedical or electronic equipment.
- Analytical and communication skills with the ability to communicate technical issues to the customer in an easy-to-understand manner.
- Ability to develop and maintain good customer relations.
- Experience interfacing with both internal team members and external customers as part of a solution-based service process.
- Experience diagnosing and repairing mechanical, electromechanical, and/or electronic equipment in the electronic field - resulting in knowledge of electronic digital circuitry and understanding of electronic and electro-mechanical devices.
- Change agent and process oriented.
- Ability to travel preferred.
- Special Physical Requirements: Candidate must be able to lift, carry, push, and pull up to 35 lbs. unassisted and frequently bend, stoop, twist, climb, crouch/squat, kneel/crawl, sit and stand for long periods of time. Candidate must also be able to reach at, above and below shoulder level, flex/extend neck and have good hand and finger dexterity. Specific vision abilities required by this job may include color, close vision, distance vision, peripheral vision and depth perception.
- The successful applicant must comply with GEHC's standard background check, including a post-offer drug test. In addition, during employment, the employee must comply with all customer access policies, including but not limited to obtaining and/or providing proof of required immunizations, and additional drug tests or background checks (including a federal government background check if assigned to support a contract with the federal government).
- You may not relocate more than 30 miles from your current location without approval from your manager.

*Colorado Only: The salary range for this position is \$36,464 - \$54,696. The specific hourly rate offered to a candidate may be influenced by a variety of factors including the candidate's experience, their education, and the work location. In addition, this position is eligible for overtime. Available benefits include health, welfare, retirement and paid leave.

We expect all employees to live and breathe our behaviors: to act with humility and build trust; lead with transparency; deliver with focus, and drive ownership – always with unyielding integrity.

Our total rewards are designed to unlock your ambition by giving you the boost and flexibility you need to turn your ideas into world-changing realities. Our salary and benefits are everything you'd expect from an organization with global strength and scale, and you'll be surrounded by career opportunities in a culture that fosters care, collaboration and support.