Lead/Senior Product Support Engineering

Job ID 79975

Location: US-MA-Andover

Experience Level: 10 years or more

Education Level: Bachelors degree

Type of Function: Full-Time Regular

Travel Percentage: 10

Organization Description:
We simplify healthcare by focusing on the people in the care cycle – patients and care providers. Through combining human insights and clinical expertise, we aim to improve patient outcomes while lowering the burden on the healthcare system. Philips delivers advanced solutions for both health professionals, to meet the needs of patients, and empowered consumers for affordable healthcare whether in hospital or at home.

Some product highlights: 256-slice Brilliance iCT scanner, Integrated cath lab, Avalon FM 20 & FM 30 fetal monitors, Ambient Experience MR and CT systems, Philips Lifeline's personal emergency alert service.

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Philips Health Care's Enterprise Patient Informatics Solutions (EPIS) team provides clinical informatics and patient care solutions that simplify clinician workflow, improve financial outcomes, and help improve and save lives. Product lines include Emergin - a hospital alarm management and patient safety solution, ICIP - a critical care bedside documentation solution, OB Traceview - a perinatal monitoring solution, CompuRecord - a patient anesthesiology monitoring solution and VISICU eICU - a remote, intensivist led care delivery solution.

ICIP Product Support Engineering:
• Represents and champions customer support needs in the development of new products, interim product releases, and service tools.
• Supports Field and Professional Services teams by providing:
- World Class "Level 3" Technical Support,
- Clear and comprehensive Service Communication,

- Creative Product Support Plans
- Outstanding Technical Product Training

Your Responsibilities:
A Lead/Senior Product Support Engineer will either lead a team that uses or uses one's own strong technical and problem solving skills to provide technical/clinical support to service engineers and Philips Healthcare customers around the world.
  In this leadership role, you have new and different challenges every day and have the opportunity to go home at night knowing that you have made difference in improving healthcare and perhaps even saving lives.

As a Philips Lead/Senior Product Support Engineer you and/or the team will:
• Work with internal or external 3rd party business partner Software Engineering Leads during the development process to ensure world class product supportability
• Partner with Field and Professional Services Leads to determine support requirements; lead First of Kind efforts to insure quality implementation of those requirements and the overall solution.
• Provide high quality Level 3 Product Support to the world-wide Services Teams; engaging with internal or external 3rd party business partners and customer's IT and CIO when troubleshooting complex issues in a distributed IT environment.
• Develop and implement product support plans for internal or 3rd party business partner products
• Develop and deliver service training for worldwide Philips Field and Professional Services teams
• Proactively identify functional, performance and service improvement opportunities and recommend solutions.
All leading to reduced time to closure of product and customer problems, increased customer delight and lower their cost of ownership

Your Profile:
The successful candidate will have a BS/MS in computer science, IT, Healthcare informatics, or the equivalent and have/be:

• Broad technical knowledge of products and clinical applications for healthcare informatics products
• Highly proficiency with technologies such as: Information Systems Networks, Microsoft technologies including SQL Server, XP, Windows Server 20xx, Visual Studio, Clustering, Active Directory, Relational Databases, as well as, VMWare, SANS technology, Citrix and tools for troubleshooting a variety of HW, SW and networking problems
• Solid working knowledge of HL7 and Orion Rhapsody for HIS interfacing
• Working knowledge of Device Interfacing to Patient Monitoring or Clinical Information Systems
• Excellent troubleshooting skills and ability to write troubleshooting or configuration modifying DB scripts and queries

• Outstanding ability to coach others technically and with troubleshooting problems
• Excellent teamwork and interpersonal skills along with the ability to assess and initiate corrective actions
• Self Starter with ability and desire to continuously learn
• Effective working with across functions, particularly with other Leads

The following will be helpful but not required:
• In Hospital experience with Clinical IT products – technical or clinical
• Working knowledge about supporting SW only IT products across a wide range of platform technologies in a distributed IT infrastructure
• Development Engineering experience of clinical IT products
• MCSE or A+ certification or equivalent
• Ability to troubleshoot networking problems; (Network+ certification or equivalent)
• Familiarity with .Net
• Project management skills

If you meet the above profile, are a self starter, enjoy critical thinking, providing outstanding customer service, and being a small group leader, then join our product support team and make a difference in how healthcare is delivered

 * Contacts:
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Notes
Philips is an equal opportunity employer