**JOB DESCRIPTION**

* Identify, analyze, investigate, monitor, and document patterns/trends in post marketing surveillance data as part of the CAPA system
* Analyze and investigate product complaints from the field as part of post market surveillance requirements
* Analyze returned products to address issue and to ensure a high level of product quality
* Communicate and educate management, R&D, marketing, sales organization, and other departments, as well as external customers about product performance
* Ensure that information and insight gained from the investigations and corrective actions are fed back to the R&D and marketing organizations as part of the risk management and design input systems
* Become familiar with Post Market Surveillance Plans and provide engineering support for complaint investigation readiness of new products