




Healthcare Technical Consultant - North Florida

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 Tallahassee
Pensacola

 Full time

 Posted 30+ Days Ago

 565150

Job Title

Healthcare Technical Consultant - North Florida

Job Description

Allow your passion for improving lives to shine in this role where you'll be responsible for customer relationship management through the effective application of technical knowledge to install/implement, service, test, and troubleshoot complex solutions on IT networks to ensure a high quality of service in delivering real time patient data requirements.

Your role:

- Provide technical recommendations that best suit the environment based on customer requirements, support the transition from a break fix operating model to a customer solutions focused operating model. Drive continuous improvement of implementation methodology and service offerings; actively support to implement service strategies to achieve customer loyalty.
- Actively participate as a member of the regional work team, collaborating with a diverse team of internal and external resources to include clinical, sales, and service partners. Coordinate project resources and tasks, enabling team members to focus on customer deliverables.
- Perform all administrative duties within established Philips, State, and Federal regulatory requirements and timeframes including timesheets, service work orders, expense reports, Field Change Orders (FCO), preventative maintenance (PM), installation documents, site and service documentation, and other related paperwork. Adhere to established training, quality, and safety requirements.
- Install complex, multi-phased systems comprised of IT infrastructure and patient monitoring equipment in both clinical and non-clinical environments (build, deploy, and/or integrate solutions). Provide a technical review of system configuration to ensure viability of system performance during implementations; diagnose and resolve electronic, networking, and mechanical problems.
- Approximately 70% travel across the **Northern Florida** area is required. The average driving time is 1-4 hours daily. Occasional overnight stays and travel by air and/or train may be required to cover the territory.

You're the right fit if:

- You've acquired at least 2 years of professional working experience in the IT technologies or electronics industry, preferably in a field or hospital-based service environment. Experience with patient monitoring, telemetry units, ventilators, and defibrillators highly preferred.
- Your skills include network configuration and/or troubleshooting experience, and you have obtained the **Cisco Certified Network Associate (CCNA)** certification (or required to obtain within 6 months from beginning of employment).
- You have a bachelor's degree in computer science, electronics, biomedical, or other related disciplines or equivalent combination of education and above listed experience.
- You must be able to successfully perform the following minimum Physical, Cognitive and Environmental job requirements with or without accommodation for this [Field Service](#) position.
- You must be able to:

- Work in an office/home office and/or remote setting, as well as in a hospital/healthcare environment; adhere to requirements.
- Work flexible hours (based on business needs to include overtime, weekends, and on-call rotations).
- Wear all required personal protective equipment.

How we work together

We believe that we are better together than apart. For our office-based teams, this means working in-person at least 3 days per week. Onsite roles require full-time presence in the company's facilities. Field roles are most effectively done outside of the company's main facilities, generally at the customers' or suppliers' locations.

This is a field role in **Northern Florida**.

About Philips

We are a health technology company. We built our entire company around the belief that every human matters, and we won't stop until everybody everywhere has access to the quality healthcare that we all deserve. Do the work of your life to help improve the lives of others.

- Learn more about [our business](#).
- Discover [our rich and exciting history](#).
- Learn more about [our purpose](#).
- Learn more about [our culture](#).

Philips Transparency Details

The hourly pay range for this position in FL is \$28 to \$44, plus overtime eligible.

This role also includes field service incentive bonus plans, on-call pay, company fleet/car, training, and advancement opportunities. The actual base pay offered may vary depending on multiple factors including, job-related knowledge/skills, experience, business needs, geographical location, and internal equity.

In addition, other compensation, such as an annual incentive plan, sales commission or long-term incentives may be offered. Employees are eligible to participate in our comprehensive Philips Total Rewards benefits program, which includes a generous PTO, 401k (up to 7% match), HSA (with company contribution), stock purchase plan, education reimbursement and much more. Details about our benefits can be found [here](#).

At Philips, it is not typical for an individual to be hired at or near the top end of the range for their role and compensation decisions are dependent upon the facts and circumstances of each case.

Additional Information

US work authorization is a precondition of employment. The company will not consider candidates who require sponsorship for a work-authorized visa, now or in the future.

Company relocation benefits ***will not*** be provided for this position. For this position, you must reside in or within commuting distance to **Northern Florida**.

This requisition is expected to stay active for 45 days but may close earlier if a successful candidate is selected or business necessity dictates. Interested candidates are encouraged to apply as soon as possible to ensure consideration.

Philips is an Equal Employment and Opportunity Employer including Disability/Vets and maintains a drug-free workplace.

About Us



At Philips, we believe that every human matters. As a global health-tech leader, we focus on improving people's health and wellbeing through meaningful innovation. The people who work here share our passion and are motivated to bring this purpose to life.

For more than 130 years, we have been creating technologies and innovations that improve

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