

## Job Title: Field Service Technician, Robotic Technologies

**Purpose of the Role:** The Field Service Technician, Robotic Technologies will support the Advanced Rehabilitation Commercial Operations team in the maintenance, troubleshooting, and repair of the robotic technology product portfolio. This is a highly visible and important customer and field facing role that will play a critical role in ensuring the reliability, performance, and compliance of our products throughout their lifecycle.

### Key Responsibilities:

1. **Technical Support & Maintenance:** Diagnose and resolve technical issues, perform repairs, and conduct routine maintenance on robotic medical devices.
2. **Continuous Improvement:** Collaborate with engineers to enhance product reliability, performance, and cost efficiency based on field data and customer feedback.
3. **Compliance & Documentation:** Maintain accurate service records and ensure compliance with regulatory standards and quality management systems.
4. **Testing & Validation:** Assist in testing product updates, software modifications, and design changes to meet performance and regulatory requirements.
5. **Stakeholder Communication:** Engage with internal and external stakeholders to support robotic technologies and maintain customer satisfaction.
6. **Service Scheduling & Inventory:** Manage service schedules and inventory for maintenance and repairs.
7. **Ethics & Compliance:** Adhere to Bioness Medical's Code of Compliance and Ethics, company policies, and internal controls.
8. Other duties as assigned.

### Education and Experience (Knowledge, Skills & Abilities):

1. Associate degree or equivalent technical certification in engineering, electronics, or a related field. Bachelor's degree preferred.
2. Proven experience (2+ years) in a technical support role, preferably in the medical device or robotics industry.
3. Strong troubleshooting skills for mechanical, electrical, and software systems.
4. Proficiency in reading schematics, technical drawings, and engineering documentation.
5. Familiarity with regulatory requirements for medical devices and experience working in a regulated environment.
6. Excellent communication skills and the ability to work effectively in a cross-functional team environment.
7. Hands-on experience with robotic systems, automation, or mechatronics is a plus.
8. Willingness to travel (75%+) for field support and customer training, domestically and internationally.

**Place in the Organization**

Reports to: Field Support Manager

Direct Reports: No