

Service Support Engineer (Ref.NP5289)

Renishaw are currently seeking to recruit a Support and Service Engineer/MRI Support Scientist to join the Neurological Products Division.

This dual role will satisfy the need for a customer facing engineer, required to install, train, support and service the Neurosurgical Planning Software being developed by Renishaw, and to perform research within Renishaw and support to Medical Centres in their selection of MR Protocols.

When based in the office the role will play an extremely useful part in System Testing, IFU and other manual creation, and also a big part in feedback for progressing new Customer driven requirements. Use will also be made of Renishaw's mobile MR Scanner to research the field of MR Imaging in the Neurosurgical field.

The role will reward the more inquisitive mind and technical issues such as MR, CT and X-Ray imaging will become familiar territory, along with DICOM and PACS Networks and of course experience of Neurosurgical procedures.

It is highly likely that this role will involve attending various Neurosurgical procedures and will certainly involve widespread and frequent travel with frequent out of normal hours work.

The key outputs and deliverables of the role are as follows:

- Customer facing (including various hospital staff and Neurosurgeons) offering installation, support, training and demonstration of the Renishaw Neurosurgical planning software
- Experience of MRI, specifically the effect of the MR Protocol on image quality with a view to act as both researcher and consultant, looking to enhance image quality by protocol optimisation.
- Close liaison with MRI and other Hospital staff at Customer sites
- To assist in the software testing at the system level with a view to attain CE marking and FDA approval on every release of the software
- The writing of robust test protocols
- The writing of Instructions For Use and other manuals for the software

Qualifications and expertise:

All applicants are required to have the following:

- A minimum of an HND (or equivalent) in an applied science discipline
- Previous expertise in the Medical Industry, either in a development or service/support role
- Experience in MR Imaging, covering the physics and also protocol optimisation and analysis. Experience of running MRI protocols on one or more of the clinical MRI systems.
- Good problem solving skills, both practical and analytical
- A full, valid passport

Although not essential it is desirable of applicants have some of the following:

- Time spent in the Neurosurgical field
- Previous expertise in some (or all) of the following:
- FDA, ISO 13485 and/or ISO14971
- CT, X-Ray and Medical Imaging
- DICOM data and/or PACS network formats and protocols
- Data analysis, representation and presentation
- Working knowledge of Matlab and spreadsheet tools for data analysis
- Good PC skills, including some familiarity of software installation

Person Specification:

The successful applicant will be diligent and accurate, with the ability to evaluate their own work. They must be able to work individually and as part of a team, and possess excellent communication skills, both written and verbal, and the ability to establish good relationships with customers. Conscientious and creative, the successful applicant will be a good all rounder.

Location:

This role will be based at the New Mills site near Wotton-under-Edge, Gloucestershire. Short trips to France or Switzerland will occasionally be required.