

NordicNeuroLab AS is a leading supplier of hardware and software for functional MRI studies, used for diagnosis of diseases and injuries related to brain function. Our customers include hospitals and research centers worldwide. NordicNeuroLab has over 30 employees across several regional offices, with our main office in Bergen, Norway. Our employees have a diverse background from different disciplines and we offer excellent academic and career opportunities in a young, dynamic environment.

## Service and Support Engineer

### Job Description

NordicNeuroLab (NNL) is searching for an ambitious and self-motivated person, who does not mind extensive travelling to provide on-site installations of NNL hardware and software products throughout the Americas. The chosen candidate will travel to numerous hospitals and medical facilities to install NNL products and provide direct support to our customers, either onsite or remotely. This position offers excellent career prospects, as NNL is a young, dynamic company, and is looking for a candidate to match. The position is located at NNL's US office in Milwaukee, Wisconsin.

### Responsibilities

- Conduct on-site installations, mainly in US
- Provide onsite repairs and customer training when required
- Provide technical support to customers, including compliant handling and shipping
- Suggest input for design changes for NNL HW and SW products based on customer feedback
- Responsible for maintaining internal documentation for Service and Support group
- Responsible for activities to aid in sales budget and targets
- Report in function to Service and Support Manager

### Requirements

- BSc/BEng in Electronics / Biomedical Engineering or similar – Background in MRI is an advantage
- Must be able to travel extensively – expect around 100 days of travel every year (may vary)
- Strong interpersonal skills – Customer and service oriented
- Self-starter with the ability to work independently
- Excellent organizational skills
- Excellent oral and written communication skills in English are required. Knowledge of any other foreign languages is an advantage (e.g. Spanish, Portuguese).
- Have an interest in Sales to help drive business development

### Contact

To apply for the position as Service and Support Engineer, please send your cover letter and CV to [cathy@nordicneurolab.com](mailto:cathy@nordicneurolab.com) . Mark your e-mail "Service and Support Engineer"

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