

Service Engineer

XEOS - Ghent, Belgium

OUR MISSION

Connect the power of molecular imaging to the point of surgery.

We're not just any MedTech start-up. With our ground-breaking intraoperative imaging technology, we are at the forefront of innovative surgical oncology. With the AURA10 we aim to avoid unnecessary second operations after cancer surgery, by visualizing specimens resected during that surgery. Our vision is **to bring peace of mind to patients** by pushing the limits of imaging precisely where it matters.

We champion key values like **transparency, dedication, agility, and excellence**, which stand as the driving force behind our dynamic company culture—a place where talent not only thrives but ignites and flourishes.

So, are you seeking a meaningful challenge? Are you intrigued by our exciting journey? **Join our dynamic team** and be a part of shaping the future of healthcare!

Want to learn more? Visit www.xeos.care.

YOUR MISSION

As Service Engineer your mission is to ensure the optimal performance, reliability, and safety of our cutting-edge medical imaging technology.

Your mission is to maintain, troubleshoot, and service our medical device, with a focus on ensuring their optimal performance, reliability, and compliance with industry standards and regulations, while providing exceptional customer service. As a service engineer, you will proactively identify and address challenges, contributing to a culture of problem-solving and innovation within the company.

YOUR ROLE

The main purpose.

As a Service Engineer you will be part of the **Service & Operations team** led by the Operations manager while frequently collaborating with other departments and in cross-functional projects. You will learn and master the operation of two important medical imaging technologies: PET and CT. You will work with and troubleshoot electrical and mechanical components including advanced detector technology, x-ray equipment, motion components, and a variety of sensors.

At XEOS we value an entrepreneurial mindset and a strong sense of ownership as integral components of our service engineer role. These qualities not only align with our start-up culture but also empower you to excel in your mission.

YOUR RESPONSIBILITIES

The things you do.

- x **Device installation:** Coordinate and execute the entire installation process from testing the final device quality at our lab until successful installation in the hospital
- x **Complaint handling:** Triage incoming tickets & ensure proper follow-up and implementation of Corrective and Preventive Actions
- x **Equipment maintenance:** Conduct routine & preventive maintenance to ensure it operates at peak efficiency and safety
- x **Troubleshooting:** Diagnose technical issues or malfunctions in the field and determining the root causes of problems
- x **Repairs and Servicing:** Perform necessary repairs, component replacements and software updates on our medical equipment, whilst adhering to manufacturer guidelines and quality standards
- x **User Support & Communication:** Communicate with users or healthcare professionals to gather information about equipment issues, provide updates on the service process, and offer technical support
- x **Documentation:** Maintain detailed records of all maintenance and service activities, including service reports, repair documentation, and calibration records but also optimize and finetune current service procedures according to experiences in the field

YOUR QUALIFICATIONS

The things you have.

Knowledge/Experience

- x Bachelor in electrical or mechanical engineering or comparable through experience
- x Fluency in **English**, written and spoken
- x Working knowledge of **Linux-based** operating systems
- x Experience with using and troubleshooting analog and digital electronics

Soft skills

- x Ability to **work independently** with a very **hands-on mentality** and a strong **attention to detail**
- x Enthusiasm to work in an **ambiguous start-up environment**, flexible to adapt to rapidly changing environments and help out where needed
- x Open to **cross-functional teamwork**, working closely with colleagues from R&D, sales, and clinical to deliver exceptional service in a proactive way
- x Willingness to **travel around Europe & US** and visit medical facilities
- x Ability to interact with clinicians and other hospital staff in a professional and **customer-centric** manner
- x Enthusiasm to adapt to evolving technologies by **continuously learning new skills** or exploring unconventional solutions to complex problems
- x Ability to create and document **detailed service reports or procedures**

NICE TO HAVE'S

The things we love.

Knowledge/Experience

- x Experience in medical device sector
- x Knowledge and understanding of working in a ISO13485 QMS
- x Experience with using and troubleshooting motion components and control systems
- x Experience with radiation detector technologies
- x Knowledge of imaging physics or interest to learn
- x Light scripting/programming knowledge to automate tasks
- x Any additional language beyond English

Soft skills

- x Eagerness to **continuously enhance your technical expertise** and knowledge to stay at the forefront of PET-CT technology
- x Inner drive to actively seek ways to **continuously improve processes**

WHAT WE OFFER

The things that matter.

- x Join a motivated and entrepreneurial team with a mission to provide surgeons and clinicians with the best tools to improve patient outcomes, making your work feel truly meaningful
- x Gain a wide range of skills and experiences thanks to the steep learning curve of a highly innovative MedTech start-up
- x Receive a high degree of ownership and responsibility with a major impact on the growth phase of a promising start-up. Your ideas and efforts can shape the company's trajectory
- x Experience a positive company culture with a tight-knit, collaborative culture. You'll work closely with experienced & bright colleagues from different backgrounds and functions, promoting teamwork and relationship-building

On top of that, we will reward you with a **competitive remuneration**, fully adapted to your needs, including meal vouchers, group insurance, hospitalization insurance, training possibilities, and more. If you're ready to revolutionize healthcare and grow with a forward-thinking company, we invite you to join us on this remarkable journey.

MEET US

Sounds like chemistry? Let's find out!

Send your story and your resume to hr@xeos.care and you might just join our amazing team and help us shape the future of healthcare.