

Job description

Service & Support Engineer

Vital Images

A Canon Group Company

V i T A L

Information about the organisation

The organisation and its activities:

Vital Images, Inc., a Canon Group company, founded in the USA in 1988 is a leading provider of diagnostic imaging and enterprise informatics solutions to help healthcare organizations deliver exceptional care while optimizing resources across multi-facility organizations. The company's solutions are scalable to meet the unique needs of hospitals and imaging centers and are accessible throughout the enterprise anytime and anywhere.

Culture and atmosphere within the organisation:

Vital employees have a considerable amount of freedom in terms of their activities and initiative. It is Vital's aim, where possible, to reflect this in the level of responsibility that employees have. The atmosphere is very informal, casual, open and agile of a mid-sized company, while having the support and resources of Canon. There is also a high level of employee involvement and commitment.

Information about the position:

Job title:

Position:	Service and Support Engineer
Products:	RIS, PACS, PACS Viewer, VNA
Office:	Veenendaal
Team:	11 FTE (1 st line support, 2 nd and 3 rd line support, deployment)
Area:	Europe
Reporting to:	Service Manager

Job objective:

The Service and Support Engineer is a technical and customer-facing position. The Service and Support Engineer work within the Service team to service existing installations, deploy patches and new releases and provide level 2 and 3 support for our customers.

Vital Images seeks a technically inclined individual with a customer focus who can handle a range of responsibilities.

Internal contacts:

All employees of Vital Images

External contacts:

ICT departments, physicians

The challenges arising from this position:

- Working in an international environment.
- Working within a technologically high-quality medical environment.

- Contributing to the Vital Images European approach.

Information about the candidate profile:

Education and experience:

- Degree in Computer Science or similar or at least 5 years' experience in a related position
- Excellent communication skills: Written, verbal and listening.
- Must be able to multitask.
- Language Dutch / English / other language like French is an advantage.
- In addition, you have experience in one or more of the following areas:
 1. Shell scripting
 2. Experience with CentOS and Red Hat Enterprise Linux
 3. Experience with administration of standard service such as: Apache, bind, Directory Server, NTP, NFS or OpenSSL
 4. Experience with database such as: DB2, Cassandra, Elastic.
 5. Network administration: IPv4 networks, NAT, VLAN and VPN
 6. Network sniffing: Wireshark or tcpdump
 7. Active Directory configuration and administration

Nice to have:

- Knowledge of healthcare standards: IHE, DICOM and HL7
- Experience deploying PACS solutions and /or strong clinical background on imaging.
- Previous experience working with large healthcare enterprises either directly as a member of the healthcare enterprise or a vendor of the healthcare enterprises.

Personal characteristics:

- Independent worker
- Team player
- Excellent communication skills
- Problem solver
- Flexible
- Focussed at and committed to results
- Calm and stress resistant personality
- Under promise, over achieve
- Self starter, self organized
- Customer facing attitude

Education and training:

The successful candidate will follow an introduction programme. Given the dynamics of the organisation, the candidate will be expected to demonstrate a pro-active attitude, i.e. he/she must contribute actively to the on-boarding programme.

Terms of employment:

The salary is very competitive and appropriate for the seniority of the position.

Information:

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