



Prism Field Service Engineer: Carlsbad, California + Travel to Customer Sites

Reports to: Principal Engineer

Department: Engineering

Basic Functions:

Summary of Role at ClearPoint Neuro (CLPT):

Are you an experienced engineer that's passionate about designing cutting-edge medical devices that can make a real difference in people's lives? Do you thrive in dynamic, cross-functional environments where you can take an idea from concept to market? If so, we have the perfect opportunity for you!

As Field Service Engineer at ClearPoint Neuro, you will be a vital member of both the field service and engineering teams. Your primary role will involve coordinating and performing routine, preventative maintenance and servicing of ClearPoint Prism® Neuro Laser Therapy Systems. This role is based in our Carlsbad, CA facility, with work conducted both in-house and at customer locations nationwide.

This is a full-time and permanent position based in Carlsbad, CA plus frequent travel to customer sites.

ClearPoint Neuro is a device, cell, and gene therapy-enabling company offering precise navigation to the brain and spine. We uniquely provide both established clinical products as well as pre-clinical development services for controlled drug and device delivery. ClearPoint Neuro is engaged with healthcare and research centers in North America, Europe, Asia, and South America.

Our Mission is to improve and restore quality of life to patients and their families by enabling therapies for the most complex neurological disorders.

Duties and Responsibilities:

As a Field Service Engineer at ClearPoint Neuro, you will be a vital member of both the field service and engineering teams. Your primary role will involve coordinating and performing routine, preventative maintenance and servicing of ClearPoint Prism® Neuro Laser Therapy Systems. This includes:

Responsibilities:

- Operate independently to deliver on-site and factory service with minimal supervision.
- Troubleshoot and resolve technical issues, and communicate professionally in high-pressure, time-sensitive customer environments.
- Conduct inspections, preventive maintenance, calibrations, and system verifications according to specifications.
- Provide expert technical support to ensure optimal system performance and high customer and company satisfaction.
- Diagnose and repair laser systems, diagnostic imaging equipment, and advanced electro-medical devices.
- Build expertise in MR thermometry and laser systems.
- Accurately document all service activities per company quality standards.
- Utilize strong computer and communication skills for remote support and coordination.
- Collaborate with account managers to align service delivery with customer and company needs.
- Manage and maintain tools, equipment, and other company assets required for job functions.

Qualifications:

Experience:

Required:

- Experience in testing, servicing, and repairing complex electro-medical devices such as medical laser systems and diagnostic imaging machines.
- Proven ability to thoroughly document testing activities.
- Strong project management skills, including managing conflicting timelines, task tracking, and communication with various stakeholders across time zones.

Desirable:

- Experience with various MRI scanner models and OEMs.
- Familiarity with setting up medical imaging equipment, DICOM exchanges, PACS, and hospital information systems.

Education:

- Bachelor's degree in Electrical, Biomedical, Clinical Engineering, Physics, or a related field with 2+ years of relevant experience.
- Candidates with an Associate's degree and 10+ years of relevant experience will also be considered.
- Strong background in electronic circuits, opto-electronics, MRI physics, and embedded systems is highly desirable.

Physical Demands and Additional Requirements:

- Ability to comply with vendor credentialing services to access healthcare facilities, including maintaining a favorable driving record and passing a background check and screening panel.
- Willingness to accommodate occasional evening/weekend work and travel domestically approximately 50% of the time.
- Ability to lift and carry up to 50 pounds, with prolonged periods of sitting and/or standing.

Other Training and Certifications:

- N/A

What We Offer:

- **Innovative Environment:** Work on cutting-edge technology that has a direct impact on improving people's lives and well-being.
- **Professional Growth:** Opportunities for continuous learning and career advancement.
- **Meaningful Impact:** Lead projects that make a meaningful difference in patient care and quality of life.
- **Collaborative Culture:** Join a team of passionate professionals dedicated to making a difference.
- **Competitive Compensation:** Attractive salary and benefits package.

Contact us at RDCareers@clearpointneuro.com to apply.