

Field Service Test Engineer

Viveve Medical, Inc. is a medical technology company focused on women's intimate health. Viveve is committed to advancing new solutions to improve women's overall well-being and quality of life.

The Field Service Test Engineer will work as an integral member of a dynamic engineering and Viveve team responsible for providing technical assistance to Viveve customers and conducting testing, inspection, and calibration of products.

Essential Duties and Responsibilities:

- Provide direct phone, email, and in-person support to Viveve customers related to Viveve System technical issues.
- Maintain complete and accurate service and complaint resolution records in accordance with Viveve Quality Management System.
- Provide support, testing, root cause analysis, and troubleshooting to R&D and Engineering regarding potential design changes, enhancements, and new products.
- Assist quality and customer care with technical issues experienced in the field.
- Provide troubleshooting and technical assessment for systems in the field.
- Determine when RMA needs to be issued.
- Help ensure department systems and processes conform to FDA requirements for GMP/QSR and ISO13485.
- Maintain files and documentation thoroughly and accurately in accordance with company and departmental policies.
- Complete projects and tasks in a timely manner consistent with corporate objectives.
- Regularly recommend and implement improvements in the department.
- Support company goals and objectives, policies and procedures, Good Manufacturing Practices, and FDA/MDD regulations.
- Promote and support a high-performing culture within the department.
- Other duties as assigned.

Skills/Qualifications/Competencies:

- Strong process improvement and project management skills.
- Knowledge of FDA GMP/QSR practices, systems, and procedures is essential.
- Strong MS Office computer skills and Quality Management System experience.
- Ability to work well cross-functionally and cross-departmentally.
- Minimum three years of experience in testing and electronic repair in accordance with engineering specifications.
- Bachelor's Degree in Engineering-related field or the equivalent number of years performing testing and troubleshooting and repair in the Medical Device or other regulated industry.

Viveve Medical, Inc. is an Equal Opportunity Employer
Salary range: \$55,000 - \$65,000