



ProTom International Holding Corporation
Job Description: Service and Maintenance Specialist

Summary:

The Service and Maintenance Specialist will assist in the installation of the Radiance 330[®] Proton Therapy System (PTS) at test facilities and at client sites. After installation is completed, troubleshoots, tests, repairs, calibrates and maintains various technical components of the PTS provided by ProTom. Components include: synchrotron, beam line, safety systems, control systems, power supplies, gantry mechanical and hydraulic components, patient positioning robot and related hardware / software systems. Required to document all maintenance activities and monitor maintenance / service schedules. Provides advanced levels (phone, remote login, Skype and on-site) of service support to other installed sites, as needed. When needed, interfaces directly with customer clinical users to rectify reported equipment problems and communicate expected repair times.

Principal Responsibilities:

- Participates in system pre-installation construction, wiring, configuration, testing, documentation and disassembly which will typically be performed at a non-customer site location or product development facility
- Assists with performance commissioning and validation testing at a test facility and client site, of all products and systems prior to ACCEPTANCE TESTING by the client
- Attends local and OEM level service training programs in order to maintain current knowledge and skills to allow for advanced levels of service and maintenance on assigned systems
- Shares in shift rotations and on-call duties (to be able to support operation of installed systems twenty four hours per day, seven days per week), as needed
- Performs troubleshooting and error code analysis to identify faulty system components
- Repairs defective system components and assemblies in order to maximize system uptime
- Reviews system error logs and real time operational conditions of all aspects of the PTS in order to identify variations in technical operation and system performance
- Performs and documents routine scheduled inspections and preventive maintenance procedures
- Assists with development and documentation of all written test and maintenance procedures, and in providing recommendations for maintenance procedure improvements
- Trains other newly hired service staff on the repair and maintenance on PTS components
- Assists clinical users in troubleshooting of equipment operational problems and error message resolution
- Performs daily start up and shut down procedures based on timing of patient treatment schedules
- Maintains real time operation of the synchrotron and related systems to ensure operational performance
- Travels to other ProTom PTS sites to assist with advanced troubleshooting and repairs, as requested



- Reviews equipment failures, error logs, and performs troubleshooting and repairs based upon feedback received directly from ProTom engineering sources, as well as from OEM component suppliers
- Maintains documentation of all service (repair, QA testing and preventive maintenance) per company policy
- Orders and maintains adequate levels of spare components and assemblies; ships defective or unused parts and assemblies as required
- Monitors on-site tools and equipment for required calibration cycle and ships / prepares for calibration execution

Qualifications:

- A.A. or equivalent degree and/or experience in electronics; mechanical, clinical or biomedical engineering technology
- Knowledge and training in the use of electronic test equipment, such as volt meters, current meters, oscilloscopes, radiation detection devices, etc.
- Ability to attend technical training at out of state locations for 1-3 month periods of time, as needed
- Ability to work multiple shifts of up to 12 hours in duration
- Ability to perform component level troubleshooting on electronic assemblies
- Knowledge on troubleshooting AC, DC and RF circuits
- Experience with software based control and standard operating systems
- Prior experience in repair, operation, installation and servicing of LINAC or other radiation oncology treatment systems preferred