

You want to change people's lives? We at Hocoma do this every day.

With game-changing and innovative technologies that improve human movement therapy for millions of patients around the world.

Join us and become a part of the global leader to define the therapy standards of tomorrow.

## Service Technician

### Would you like to...

- join a growing leader in the latest technologies for the rehabilitation market?
- provide on demand troubleshooting and logistical services for Hocoma clients to maintain our innovative and high-tech medical devices and standard of service?
- support our service team by handling and documenting service calls and inquiries in our customer database?
- field inbound service calls, diagnose customer problems and deliver a clear and concise action plan to resolve customer issues?
- have the opportunity to travel throughout the United States and Canada performing customer service (40-60%)?
- join our growing team at our office in Norwell, MA?

### We match with individuals who...

- are open to new ideas and can easily adapt to a changing environment.
- are self-motivating team players with excellent communication and leadership skills.
- are customer-oriented and incorporate their customer service skills into their daily work.
- communicate transparently to customers as well as within the company.
- reliably and professionally find high quality solutions for our customers.
- have an open and flexible mindset and work well in a fast-paced environment.

### You have...

- an Associate's degree (required), BSEE/BSEET preferred; military or equivalent in electronic technology degree.
- one year minimum experience in a technical environment.
- experience with medical equipment is beneficial.
- experience with Microsoft Office and CRM systems.
- the capacity to frequently work in positions requiring full body mobility; such as working from ladders or scaffolding occasionally.
- fluency in the English language - additional languages are a plus.

### Leading. Innovative. Reliable. Functional. Enabling. Passionate.

That is what Hocoma stands for. What do you stand for?

Get involved in our young, dynamic team! Please send your resume and cover letter to [info.us@hocoma.com](mailto:info.us@hocoma.com)

