

## Asset Management Services Apprentice - Asset Plus Support

### **Business:**

GE Healthcare

### **Business Segment:**

Healthcare Global Services

### **Function:**

Services

### **About Us:**

What do you envision for your future? At GE Healthcare, we strive to see life more clearly. Our "healthymagination" vision for the future invites the world to join us on our journey as we continuously develop innovations focused on reducing healthcare costs, increasing access and improving quality and efficiency around the world. We are an \$18 billion unit of General Electric Company (NYSE: GE), employing more than 52,000 people worldwide and serving healthcare professionals in more than 100 countries. We believe in our strategy - and we'd like you to be a part of it. As a global leader, GE can bring together the best in science, technology, business and people to help solve one of the world's toughest challenges and shape a new age of healthcare. Something remarkable happens when you bring together people who are committed to making a difference - they do! At work for a healthier world. Learn More About Careers at GELearn More About GE HealthcareGE is an equal opportunity employer, offering a great work environment, challenging career opportunities, professional training and competitive compensation. Follow us on Twitter, join our LinkedIn Group or become a fan of our Facebook page. Receive job and event notifications by becoming a member of the GE Talent Community. Stay up to date on what's happening at GE around the globe by checking out the GE Careers Blog.

### **Role Summary/Purpose:**

- Support deployment and management of AssetPlus software system.
- Installs base data entry and data quality for assigned area.
- Ensures timely and accurate billing of customers for contract and non-contract services.
- Ensures quality and integrity of the customer contracts as they are entered into the system.
- Get trained and provide support on Asset Plus software system

### **Essential Responsibilities:**

- Drive the overall execution of the GEHC customer service contract loading into all applicable processes including additions, deletions, and modifications to existing contracts (e.g., field communications, verification along with contract submission prework).
- Responsible for timely and accurate billing of customers for contract and non-contract services.
- Work within all related systems Legacy and Support Central to manage and complete all work.
- Handle all types of work submitted into the department whether multi-vendor or core GE product based offerings.
- Maintain install database accuracy by supporting field team and external customers via phone and email.
- Work closely with field service sales and service, service marketing, and commercial solutions to resolve technical and process-related issues.
- Effectively manage and prioritize various projects with minimal supervision.
- Get trained in Asset Plus software system, and support its operation, from loading customer data, to training of users, and sorting our any issue related to system.

**Qualifications/Requirements:**

- Associate degree in Information Technology or Computer Engineer.
- High proficiency in Microsoft Office Suite products (e.g., Word, Outlook, Excel, Access).
- Fluent in English, being required as communication tool with the Asset Plus support team.
- Ability to communicate using local language.
- Strong focus on customer care and satisfaction.
- Demonstrated ability to work under pressure and to meet deadlines and commitments.
- Flexible to travel all around Spain, with many days on customer site city.
- EU Work Permit El candidato no-nacional es responsable de conocer los requisitos de documentación mínimos necesarios para poder ser contratado en el país como trabajador por cuenta ajena: NIE, Número de Afiliación a la Seguridad Social en España (NAF) y Cuenta bancaria en España. Deberá estar en posesión de los mismos en el momento de iniciar su contratación. GE no financiará este requisito. Non-national candidates are responsible to know the minimum documentation requirements to be able to be contracted in country: NIE  
- Social Security Affiliation Number in Spain (NAF) and Bank Account in Spain. They must be in possession of them at the time of start hiring. GE will not sponsor this requirement.

**Desired Characteristics:**

- Excellent analytical and communication skills, with the ability to communicate complex technical issues in an easy to understand manner.
- Change agent and process oriented.
- Ability to show self-initiative and motivation.
- Experience interfacing with both internal team members and external customers as part of a solution based service process.
- Experience diagnosing and repairing mechanical, electromechanical, and/or electronic equipment.
- Experience troubleshooting and responding to customer concerns.

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GE Healthcare

**Business Segment:**

Healthcare IT

**Function:**

Services

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**Role Summary/Purpose:**

The IT Consultant provides on site technical software Installations and upgrades as well as site preparation and pre-sales. Effectively collaborates with internal cross-functional teams to ensure successful customer outcomes. Responsible for customer satisfaction, consultation with customers.

**Essential Responsibilities:**

- Provides remote and on-site technical installation/upgrade support.
- Responsible for site readiness, installation, upgrades, site preparation and customer satisfaction, during the installation cycle as well as installation process improvements.
- Proactively identifies and eliminates obstacles that could delay project.
- Makes a consistent effort to stretch beyond company-set objectives. Identifies opportunities to add value to the customer's business in the future.
- Puts self in customers' shoes and goes beyond normal job duties to offer help. Shows genuine concern for customers' feelings, thoughts, and concerns. Seeks to understand challenges from customer's viewpoint.
- Completes all technical install documentation requirements within timelines provided. Takes the appropriate action in the event of a technical problem having an impact on the normal progress of the installation (alerts, cascade, etc.)
- Complies with the Environment, Health and Safety systems and programs in keeping with GEMS rules, as well as the applicable ISO Standards.

**Qualifications/Requirements:**

- Telecoms Engineering, Computer Engineering
- Demonstrates strong technical understanding of products and services. Possesses a strong focus on delivering results. Identifies and focuses on the priorities which best support customer needs and objectives.

- Experience interfacing with both internal team members and external customers as part of a solution based service process.
- Experience with implementing large implementations and providing customer satisfaction and quality
- Software experience with one or more of the following, Installation, support, Training or healthcare industry knowledge
- Experience with large-scale project management where deadlines were met on or ahead of schedule; construction or installations experience preferred;
- Experience in VM environment set-up and operating system optimization;
- Experience in database set-up and scripting;
- Demonstrated customer service skills;
- High energy personality, that thrives working in difficult and pressurized circumstances;
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