

Craig Haker

became interested in Biomedical Engineering while attending an open house at British Columbia Institute of Technology (BCIT), Vancouver, Canada. An introduction to some smaller equipment found around hospitals, the responsibilities of a Biomed, and the opportunities in that working environment inspired him with this combination of technology and dedication to improving people's lives.

At the end of the Biomedical Engineering program Craig was lucky enough to be chosen for a five-week placement program within the Richmond/Vancouver branch of Siemens. He shadowed the Field Service Representatives (FSR) from that office, learning about the imaging equipment Siemens offered. Finishing the practicum and BCIT program, an opportunity with Siemens awaited in Saskatoon, Saskatchewan, Canada, where he has lived and worked for the last 9 years. When not working, Craig enjoys outdoor activity during the summer months. He plays soccer, ultimate Frisbee, and enjoys biking. During winters, he is more likely to be found staying warm watching hockey, indoor sports, or visiting family in British Columbia, trying to avoid the -40°C weather in Saskatchewan.



Saskatoon, Canada

What was your first experience with MRI?

My first experience with MRI would have been an introduction to the 1T MAGNETOM Harmony and 1.5T MAGNETOM Symphony systems in our local hospital in Saskatoon when I first began working with Siemens in July of 2008. It was in the basement of our hospital, and felt a little secluded. It was here that I began to learn the basics of our systems. Shortly after came trips to our training centers for the basics and system courses from Siemens.

What fascinates you most about MRI?

What fascinates me the most is the use of magnetic fields in the equipment. It is a force that we seldom get to experience to the degree that MRIs produce in our daily lives. Magnets were fun toys for children, and can have practical purposes around the house as tools or holders, but in MRI they are at the heart of the equipment, they are a fundamental component.

What is your role in Siemens Customer Service?

My primary role in Siemens Customer Service is to provide field service to our customers. Over the last two years that role has expanded to include Technical Service Representative (TSR) roles, where I am the first technical point of contact for MAGNETOM users to clarify their problem, to resolve the problem if possible, or to determine that an onsite service call is required.

How do the remote capabilities benefit the MAGNETOM user?

In my daily duties, the Siemens Remote Service platform allows me to monitor our customers' systems without impacting their workflow. I am also able to respond to problems or questions that arise quickly and with more accuracy than would be possible if my information was limited to what the customer was able to describe over the phone. With SRS, I am able to check event logs, system status, trends, etc. to gain a much better understanding of a system's situation.

What part of your job motivates you the most?

I am most motivated by the variety in my daily work routine, the ability to see a job through completion, and the challenging field of maintaining modern medical equipment.

If you were free to do anything for one month, what would it be?

I would be torn between taking a vacation overseas with my girlfriend, as she has never had the opportunity yet to travel, and using the time to work on my home. I recently became a home owner and have many small projects around the house to tackle!