



Job description

Role title	Junior Field Service Engineer - London
Reporting to	Regional Team Leader – Region B
Role duration	Temporary (until July 2019)

Purpose of the role

Responsibilities

- To provide daily on-site repair, preventative maintenance and asset management of medical devices within specified hospital locations
- To work with and support the site/team leader in achieving contract KPI's
- Support customers whenever needed to ensure minimal disruption to the operation of the hospital
- Build long term relationships with customers, sub-contractors and staff to ensure responsiveness and support to customers

Key accountabilities

Main Activity:

- Perform repairs and scheduled preventative maintenance (PM) on medical equipment as per manufacturer's guidelines
- Complete associated admin needed to close repairs and PMs as outlined in the Althea Standard Operating Procedures
- Travel to various sites as required to perform corrective and preventive maintenance
- Maintain safe working practices within the hospital environment
- Exceed contract KPI's to ensure customer satisfaction
- Comply with the Althea Quality Assurance and Environmental, Health & Safety policies, and work to maintain a high standard of customer service and protect your health and safety as well as that of your colleagues, our customers and members of the public
- Promptly raise any concerns regarding potential violations of the policies
- Maintain spare part stock wherever necessary
- Directly support the Site/Team Leader as needed



Additional Duties:

- Scheduling and completing workload for assigned customers within area
- Maintaining service documentation in line with business requirements
- Responsible for escalating and defining necessary resources to maintain equipment
- Responsible for delivering customer satisfaction
- Liaise with 3rd party suppliers for spare part and contract quotations
- Ensure data integrity within Althea management systems
- Deal with OEM service staff and management when required
- Maintain tools and test equipment in line with Althea standards
- Attend customer meetings when required
- Seek opportunities to grow Althea business
- Review ways to improve productivity and reduce operating expenditure

Capability profile

Qualifications	Essential	Desirable
Minimum of ONC in Electronic or equivalent	✓	

Skills and Experience	Essential	Desirable
Excellent customer relationships	✓	
Computer literate	✓	
Good communication skills	✓	
High integrity	✓	

Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	Oxleas Hospital
UK travel	Yes – between sites



Driving license	Full clean license
International travel	No

Other

DBS - Disclosure & Barring Service disclosure (formally Criminal Records Bureau disclosure)

A DBS Enhanced Disclosure is required for all applicants.

The successful applicant must agree to an Enhanced Disclosure under the Disclosure Barring Service Records Bureau procedures. Employment will be offered to the successful applicant subject to a satisfactory Disclosure report.

ALTHEA IS AN EQUAL OPPORTUNITIES EMPLOYER AND POSITIVELY ENCOURAGES APPLICATIONS FROM SUITABLY QUALIFIED AND ELIGIBLE CANDIDATES REGARDLESS OF SEX, RACE, DISABILITY, AGE, SEXUAL ORIENTATION, GENDER REASSIGNMENT, RELIGION OR BELIEF, MARITAL STATUS, OR PREGNANCY AND MATERNITY.