

Job description

Role title	Biomedical Field Service Engineer
Grade	Biomedical
Reporting to	Regional Team Leader Region E
Role duration	Permanent

Purpose of the role

Responsibilities
<ul style="list-style-type: none"> • 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 • To complete all associated administrative work in completing repairs and preventative maintenance as outlined in Althea procedures • To work within the Althea Quality Assurance and Environmental, Health & Safety policies • To support customers whenever needed to ensure minimal disruption to the operation of the hospital • To build long term relationships with customers, subcontractors and staff to ensure responsiveness and support to customers. • Perform scheduled preventative maintenance (PM) on medical equipment as per manufacturer's guidelines • Complete repairs as required on medical equipment as per manufacturer's guidelines • Complete associated admin needed to close repairs and PMs as outlined in the 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
- Schedule and complete workload
- Ensure delivery of customer satisfaction
- Deal with OEMs as required
- Attend meetings as required
- Support the wider operations team as directed

Capability profile

Qualifications	Essential	Desirable
BSc/HND/HNC in Engineering, electronics or medical technologies such as biomedical engineering		✓

Skills	Essential	Desirable
Ability to follow complex instructions and processes	✓	
Good organisational and communication skills	✓	
Fine hand skills	✓	

Experience	Essential	Desirable
Field service experience		✓
Must be willing to travel	✓	
Minimum of 2 years' Biomedical experience in a service and repair of medical equipment	✓	
Endoscopy stack experience preferred		✓
Customer service skills and the ability to be confident in customer facing environments	✓	
Familiar with a broad range of medical devices	✓	



Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	North West – Manchester/Liverpool area – Region E
UK travel	Yes
International travel	No
Driving license	Full, clean UK/EU license

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.