

Job description

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|----------------------|---|
| Role title | Junior Biomedical Field Service Engineer |
| Reporting to | Regional Team Leader |
| Role duration | Permanent |

Purpose of the role

| Responsibilities |
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| <ul style="list-style-type: none"> • Provision of daily on-site medical devices repairs, preventative maintenance and asset management to contractual Key Performance Indicators (KPIs) within specified hospital location • Build long-term relationships with customers, subcontractors and staff to ensure responsiveness and superior customer service • Perform scheduled preventative maintenance (PM) on patient monitoring medical equipment as per manufacturer's guidelines for ECG, SATS monitor and thermometers • Complete repairs as required on medical equipment as per manufacturer's guidelines • Complete associated admin needed to close repairs and PMs • 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 • Maintain spare part stock wherever necessary • Directly support the Site/Team Leader as needed • 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's 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
- Review ways to improve productivity and reduce operating expenditure

Capability profile

| Qualifications | Essential | Desirable |
|--|-----------|-----------|
| Certified OEM trainings | ✓ | |
| Minimum of ONC in Electronics or equivalent | ✓ | |
| Qualification in Engineering, electronics or medical technologies such as biomedical engineering | ✓ | |
| Customer Relations training | ✓ | |

| Skills | Essential | Desirable |
|--|-----------|-----------|
| Be confident of working on various pieces of medical equipment | ✓ | |
| Customer and quality focus | ✓ | |
| Interpersonal | ✓ | |
| Good oral and written communication | ✓ | |

| Experience | Essential | Desirable |
|--|-----------|-----------|
| 6 months to 1 years' UK experience of lower level patient monitoring equipment | ✓ | |
| Familiarity with appropriate national and local regulatory standards | ✓ | |
| Has worked in clinical areas and involving patient communication | ✓ | |
| Familiar with a broad range of medical devices | | ✓ |

| Languages | Essential | Desirable |
|-----------|-----------|-----------|
| English | ✓ | |



Mobility requirements

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|-----------------------------|---|
| Role location | Field and site based – St Andrews Healthcare (Northampton, Nottingham, Birmingham and Basildon) |
| UK travel | Yes (between sites) |
| International travel | Possible – training courses |
| 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.