

Job description

Role title	Technical Service Engineer
Reporting to	Site Manager
Role duration	Permanent

Purpose of the role

Complete repairs for ergéa's Return to base service. Support all ergéa contracts as and when required with on-site medical devices repairs, preventative maintenance and asset management to contractual Key Performance Indicators (KPIs). Build long term relationships with customers, subcontractors and staff to ensure responsiveness and superior customer service. Help build a return to base team at our service centre.

Task list
<ul style="list-style-type: none"> • Troubleshooting/Repairing medical equipment as per manufacturer's guidelines. • Testing and calibrating of equipment parts to determine what needs repair or replacement. • Knowledge of electronic digital circuitry and understanding of electronic and electro-mechanical devices. • Follow specific layout and schematic diagrams to repair and maintain devices. • Perform scheduled preventative maintenance (PM) on medical equipment as per manufacturer's guidelines. • Developing skills and competence on additional products/services within the ergéa portfolio. • Maintain tools and test equipment in line with Ergéa Standards • Maintain safe working practices within the working environment • Complete all associated administrative work in completing repairs and preventative maintenance as outlined in Ergéa's procedures. • Support the site manager / team leader as required and in achieving contractual KPI's. • Support customers whenever needed to ensure minimal disruption to the operation of the clinical setting. • Maintain spare part stock wherever necessary • Maintain service documentation in line with business requirements • Meet with OEM service staff and management when required

Capability profile

Qualifications	Essential	Desirable
Certified OEM trainings		✓
HNC in Electrical Electronic Engineering or equivalent Qualification in Engineering, electronics or medical technologies such as biomedical engineering.	✓	
Skills	Essential	Desirable
Mechanical/electronic aptitude or interest	✓	
Ability to follow processes/technical manuals	✓	
Ability to identify defects in workmanship	✓	
Computer literate with ability to enter and interpret repair information	✓	
Good interpersonal skills with the ability to work as part of a team	✓	

Superior integrity and discretion	✓	
Excellent Customer Relationship skills	✓	
Excellent written and oral communication	✓	
Good working knowledge of MS Office suite,	✓	
Experience	Essential	Desirable
5- 10 Years in healthcare environment with experience on medical equipment	✓	
Must have UK based experience	✓	
Hold a clean UK Driving License	✓	
Familiarity with appropriate national and local regulatory standards	✓	
Worked in clinical environment and involving patient communication	✓	
Familiar with a broad range of medical devices	✓	
Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	Site based - Harlow
UK travel	Yes (between sites)
International travel	Possible – Training Courses

Other

Ergéa Quality Assurance and Environmental and Health & Safety

Comply with policies, and work to maintain a high standard of customer service and protect the safety and health of you, your colleagues, our customers and members of the public. Promptly raise any concerns regarding potential violations of the policies.

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.

ERGEA 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.