

## Job description

<b>Role title</b>	Biomedical Field Service Engineer
<b>Reporting to</b>	Regional Team Leader
<b>Role duration</b>	Permanent

### Purpose of the role

To provide daily repair, preventative maintenance and asset management of medical devices within various hospital locations whilst ensuring outstanding customer support and building long term relationship.

<b>Responsibilities</b>
<ul style="list-style-type: none"> <li>Perform scheduled preventive maintenance (PM) on medical equipment as per manufacturer's guidelines.</li> <li>Complete repairs as required on medical equipment as per manufacturer's guidelines</li> <li>Complete associated admin needed to close repairs and PMs as outlined in the Ergéa Standard Operating Procedures</li> <li>Travel to various sites as required to perform Corrective and Preventive Maintenance</li> <li>Maintain safe working practices within the hospital environment</li> <li>Exceed contract KPI's to ensure customer satisfaction</li> <li>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.</li> <li>Maintain spare part stock wherever necessary</li> <li>Directly support the Site/Team Leader as needed</li> <li>Liaise with 3rd party suppliers for spare part and contract quotations</li> </ul>
<b>Key Accountabilities</b>
<ul style="list-style-type: none"> <li>Attend customer meetings when required</li> <li>Seek opportunities to grow the business</li> <li>Review ways to improve productivity and reduce operating expenditure.</li> </ul>
<b>Performance Indicators</b>
<ul style="list-style-type: none"> <li>Exceed contract KPI's to ensure customer satisfaction.</li> </ul>

### Capability profile

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
HNC in Electrical Electronic Engineering or equivalent	✓	
Qualification in Engineering, electronics or medical technologies such as biomedical engineering.		✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Ability to follow complex instructions and processes.	✓	
Hold a clean UK Driving License	✓	
Good organisation and communications skills.	✓	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>

Minimum 3 years' Biomedical experience in a service and repair of medical equipment. Patient monitoring, diathermies (electro surgery units), Theatre tables, Defibrillators, Infusion & volumetric devices, Introduction to Anaesthesia equipment.	✓	
Have customer service skills and the ability to be confident in customer facing environments.	✓	
Field service experience preferable.		✓
Must have UK based experience	✓	
<b>Languages</b>	<b>Essential</b>	<b>Desirable</b>
English	✓	

### Mobility requirements

<b>Role location</b>	Must be willing to travel to multiple sites within a specified area
<b>UK travel</b>	Yes (between sites)
<b>International travel</b>	Possible – training courses

### Other

<b>Ergéa Quality Assurance and Environmental and Health &amp; Safety</b>
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.

<b>DBS - Disclosure &amp; Barring Service disclosure (formally Criminal Records Bureau disclosure)</b>
<u>A DBS Enhanced Disclosure is required for all applicants.</u>
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.

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