

## Job description

<b>Role title</b>	Technical Service Leader (TSL) ULTRASOUND & INJECTORS
<b>Reporting to</b>	Technical Service Manager (TSM)
<b>Role duration</b>	Permanent

### Purpose of the role

The TSL is the focal point for a team of engineers within ULTRASOUND/INJECTOR modalities. Ensuring day to day tasks are coordinated effectively and technical escalations are monitored and resolved in a timely manner. Providing advice and guidance to colleagues, the TSL is responsible for ensuring engineer competency is increased through training and coaching methods and promoting higher knowledge levels amongst the team. Due to the location of the ultrasound repair lab, the Ultrasound & Injector TSL will be expected to attend Theale frequently whenever field duties permit.

Task list
<ul style="list-style-type: none"> <li>• Maintain FSE role obligations.</li> <li>• Functional leadership and coordination of tasks for ULTRASOUND/INJECTOR modalities. Ensuring that works are covered efficiently and a high level of customer satisfaction is maintained.</li> <li>• Escalation focal point for modality, providing technical support to the field and liaison to TSM/TAM. Ensuring timely communications are provided, the plan of action is cascaded and Customer Escalation Review is adopted efficiently.</li> <li>• Alongside TSM - plan, coordinate and deliver training for the ULTRASOUND/INJECTOR team members. Aiding with professional growth-process and ensuring development of the team is achieved.</li> <li>• Develop remote capabilities and relevant training.</li> <li>• Promote the use and updates of Knowledge Base to increase efficiency of repair.</li> <li>• Present in Theale whenever field duties permit, to engage with Ultrasound Probe repair lab and drive new road mapping of Ultrasound systems in a workshop environment.</li> <li>• Assist with projects and programs to drive quality and productivity, alongside road mapping, tooling, and training needs for the future.</li> <li>• Safety lead, providing support and guidance on Risk Assessments and Method Statements (RAMS) when required for other team members.</li> <li>• Support the recruitment process to ensure optimal candidates are selected.</li> <li>• Execute other tasks assigned by the management related to this position.</li> </ul>

### Capability profile

Qualifications	Essential	Desirable
Full UK Driving Licence	✓	
Certified DI equipment training	✓	
HNC/D Electronics or equivalent experience	✓	
Skills	Essential	Desirable
Excellent Customer Relationship skills	✓	
Excellent written and oral communication	✓	

Good working knowledge of MS Office suite, Excel	✓	
Superior integrity and discretion	✓	
An understanding of Risk Management generally, and the impact on medical device support	✓	
Fundamental management skills, concise communication, and the ability to liaise effectively with scientific and medical colleagues	✓	
Broad range of engineering skills	✓	
Mechanical workshop skills		✓
Able to problem solve under pressure, whilst minimising risk to patients, the Trust or company	✓	
A keen interest in efficiency and innovative techniques to develop more effective working practices	✓	
Working alone and as part of a dynamic team	✓	
Willing to work across all modalities/OEMs	✓	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experienced in the repair, DI imaging equipment	✓	
At least 5 years' experience in a field service engineer role.	✓	
Familiarity with appropriate national and local regulatory standards	✓	
Has attended a range of OEM or other appropriate device specific training works and is in possession of relevant certificates	✓	
<b>Languages</b>	<b>Essential</b>	
English	✓	

### Mobility requirements

<b>Role location</b>	Field/Theale based
<b>UK travel</b>	Yes – Site Visits, Training Courses, Meetings & Support
<b>International travel</b>	Possible – Training Courses, Meetings & Support

### 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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