

Job description

Role title	DI Field Service Engineer – Ultrasound (U/S)
Reporting to	XR/US Technical Service Manager
Role duration	Permanent

Purpose of the role

<p>Responsibilities</p> <ul style="list-style-type: none"> • Provide comprehensive maintenance and service for U/S equipment on several multi-vendor systems. • Provide telephone assistance and field visits when and where required throughout the assigned region and when required throughout the UK. • Complete and maintain all administration and documentation in allotted time, to ensure smooth data processing. • Provide professional and regular information to the customer on related service calls. • Build good working relationships with customers and users of the equipment. • Collaborate with customer service and management teams to maintain company's high service quality standards. • In addition, there will be occasional assistance needed, giving engineering support on other modalities. • Maintaining an excellent company image.
<p>Resources/Decision-making Authority</p> <ul style="list-style-type: none"> • Compliance with health and safety regulations, fire and environmental protection. • Compliance with work discipline, laws, regulations and internal instructions, professional secrecy • No budget/sign off responsibilities
<p>Key Accountabilities</p> <ul style="list-style-type: none"> • Troubleshoot, analyze and repair system failures to maintain Elapsed Time to Repair (ETTR) and Systems Uptime standards by completing repairs immediately and efficiently. • Perform preventative maintenance and repairs on diagnostic imaging systems in accordance with defined company schedule. • Support customers, Develop good customer contacts and communication. • Prioritise multiple demands as required. • Ensure contractual Key Performance Indicators (KPIs) are met. • General duties to ensure operational delivery and patient safety. • Maintain accurate records. • Maintain essential stock. • Attend training courses as required attaining the required grades.
<p>Performance Indicators</p> <ul style="list-style-type: none"> • Ability to work in a hospital environment and team members. • Resolution of fault and technical problems. • Timeliness and accuracy of planned maintenance. • Timeliness and accuracy of reporting data into D365. • Achievement of agreed personal and team objectives. • External & Internal feedback.

Capability profile

Qualifications	Essential	Desirable
HNC/D Electronics or equivalent	✓	
Degree (Hons) in Electronics or equivalent		✓
Formal training technical training with a relevant manufacturer.	✓	
Skills	Essential	Desirable
Customer and quality focus	✓	
Interpersonal	✓	
Good oral and written communication	✓	
Computer skills, Microsoft Office, networking.	✓	
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 modalities/OEMs.	✓	
Experience	Essential	Desirable
Experienced in the repair, calibration of U/S equipment.	✓	
At least 3 years' experience in healthcare environment.	✓	
Familiarity with appropriate national and local regulatory standards.	✓	
Has worked in clinical areas and involving patient communication.	✓	
Has attended a range of OEM or other appropriate device specific training works and is in possession of relevant certificates.	✓	
Languages	Essential	Desirable
English	✓	

Mobility requirements

Role location	Field and site based
UK travel	Yes (between sites)
International travel	Possible – Training Courses
Driving Licence	Full, clean driving licence

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.

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