



Job Description

Job title	Technical Assistant
Reporting to	Service Centre Manager
Summary	<p>Main function:</p> <p>The Technical Assistant will provide planned and remedial repair on a wide range of biomedical devices on all specified sites. They will work closely with their Manager and other Biomedical Engineers to ensure that Key Performance Indicators (KPI) are achieved.</p> <p>They will complete associated administration relating to their daily activity and under MTS's Quality Management Systems (QMS).</p> <p>They will support customer whilst building strong relationship including subcontractors.</p>
Key results / objectives	<p>Primary duties:</p> <ul style="list-style-type: none"> • Carry out Planned Preventive Maintenance (PPM) on a range of medical devices. When appropriately trained. • Carry out Corrective Maintenance (CM) on a wide range of medical devices. • Work to manufacturers specifications regarding their maintenance techniques. • Complete all admin work associated with planned and remedial repairs on the company's management database. • Work closely under the guidance of the Biomedical Engineers. • Exceed KPI targets to ensure customer satisfaction. • Maintain safe working practices at all times and comply with the Health and Safety policy. • Maintain stock levels of spare parts. <p>Additional duties:</p> <ul style="list-style-type: none"> • Schedule workload – planned and remedial. • Assist in managing the workload requirement for the contract. • Maintain service documentation in line with the OEM specifications. • Escalate any issues or plans to change resource requirements. • Liaise with third party suppliers. • Ensure the integrity of asset data is maintained. • Maintain and tools and test equipment appropriately. • Review ways to improve the service and productivity.

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Skills / experience	Specific requirements include: <ul style="list-style-type: none"> • At least 1 years of experience in a field related to bio-medical engineering or similarly technical in nature. • Good organisational skills. • A strong commitment to Quality objectives and procedures. • Strong written and verbal communication skills. • Able to work as part of a team. • Customer relationship development.
Working conditions	Monday to Friday 0800 – 1630hrs
Location	Harlow Service Centre – Base. Other MTS premises and customer premises as required.
Holidays	Refer to Contract

Approved by:	Head of Operations and Quality
Date approved:	3 rd March 2021
Reviewed:	