

Job Description



Job title	Field Service Engineer
Reporting to	Service Manager/Engineering Manager
Summary	<p>Main function:</p> <p>The Field Service Engineer will provide planned and remedial repair on a wide range of biomedical devices on all specified sites. They will work closely with the Team Leader / Service Manager to ensure that Key Performance Indicators (KPI) are achieved.</p> <p>They will be expected to travel to customers sites to carry out maintenance and repairs as directed.</p> <p>They will complete associated administration relating to their daily activity under MTS's Quality Management Systems (QMS).</p> <p>They will support customers whilst building strong relationships including subcontractors.</p>
Key results / objectives	<p>Primary duties:</p> <ul style="list-style-type: none"> • Carry out Planned Preventive Maintenance (PPM) and Corrective Maintenance on a wide range of medical devices. • Work to manufacturers specifications regarding their maintenance techniques. • Work closely under the guidance of the Team leader. • Complete associated admin needed (if needed) to close repairs and PMs as outlined in the MTS's Standard Operating Procedures • Exceed KPI targets to ensure customer satisfaction. • Maintain safe working practices at all times and comply with the Health and Safety policy • Work within the requirements and guidelines of the MTS Quality Management System (QMS). • Work closely within the Health and Safety guidelines. • Identify and implement improvements and efficiencies to productivity. • Maintain service documentation in line with business requirements. • Consult with third party suppliers for spare part and contract quotations. • Ensure data integrity. • Maintain tools and test equipment. • Maintain spare part stock. <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. • Liaise with third party suppliers.

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	<ul style="list-style-type: none"> • Ensure the integrity of asset data is maintained. • Maintain tools and test equipment appropriately. • Review ways to improve the service and productivity.
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Skills / experience	<p>Specific requirements include:</p> <ul style="list-style-type: none"> • Qualification in Engineering, electronics or medical technologies such as biomedical engineering. • Minimum 2 to 3 years Biomedical experience in the service and repair of medical equipment: Patient monitoring, diathermies (electro-surgery units), Theatre tables, Defibrillators, Infusion & volumetric devices etc and familiarity with Anaesthesia equipment. • Have customer service skills and the ability to be confident in customer facing environments. • Good organisational skills • Possess an understanding of Key Performance Indicators • A strong commitment to Quality objectives and procedures • Strong written and verbal communication skills • Able to work as part of a team or unsupervised if required • Full UK driving license
Working conditions	Monday to Friday 0830 – 1700hrs
Location	Home based. Other MTS premises and customer premises as required but mainly Queen Victoria Hospital, East Grinstead and other KENT sites.
Holidays	Refer to Contract

Approved by:	
Date approved:	
Reviewed:	