

Job Description

Job title	Technical Assistant
Reporting to	Biomedical Engineer – Team Leader
Summary	<p>Main function:</p> <p>The Technical Assistant will provide planned and remedial repair on a wide range of biomedical devices across sites in the Kent area that MTS have contractual responsibility for. They will work closely with other Biomedical Engineers to ensure that Key Performance Indicators (KPI) are achieved and that a safe and effective biomedical engineering service is carried out.</p> <p>They will complete associated administration relating to their daily activity and under MTS's Quality Management Systems (QMS).</p> <p>An additional element to this role is to carry out general administrative functions required by the department to assist the biomedical engineers and the Team Leader.</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. When appropriately trained. • 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. • Carry out general administrative duties necessary for the smooth running of the biomedical workshop. <p>Additional duties:</p> <ul style="list-style-type: none"> • 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. • Carry out administrative tasks necessary in the department.

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Skills / experience	Specific requirements include: <ul style="list-style-type: none"> • At least 1 year of experience in a field related to engineering or similarly technical in nature showing a good technical aptitude. • 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 0830 – 1700hrs
Location	Kent Community workshops. Other MTS premises and customer premises as required.
Holidays	Refer to Contract

Approved by:	Stuart Norris, Head of Operations and Quality
Date approved:	3 rd March 2021
Reviewed:	17 th July 2023