



## Job Description

<b>Job title</b>	<b>Technical Assistant</b>
<b>Reporting to</b>	Biomedical Engineer – Team Leader
<b>Summary</b>	<p><b>Main function:</b></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>
<b>Key results / objectives</b>	<p><b>Primary duties:</b></p> <ul style="list-style-type: none"> <li>• Carry out Planned Preventive Maintenance (PPM) on a range of medical devices. When appropriately trained.</li> <li>• Carry out Corrective Maintenance (CM) on a wide range of medical devices.</li> <li>• Work to manufacturers specifications regarding their maintenance techniques.</li> <li>• Complete all admin work associated with planned and remedial repairs on the company's management database.</li> <li>• Work closely under the guidance of the Biomedical Engineers.</li> <li>• Exceed KPI targets to ensure customer satisfaction.</li> <li>• Maintain safe working practices at all times and comply with the Health and Safety policy.</li> <li>• Maintain stock levels of spare parts.</li> </ul> <p><b>Additional duties:</b></p> <ul style="list-style-type: none"> <li>• Schedule workload – planned and remedial.</li> <li>• Assist in managing the workload requirement for the contract.</li> <li>• Maintain service documentation in line with the OEM specifications.</li> <li>• Escalate any issues or plans to change resource requirements.</li> <li>• Liaise with third party suppliers.</li> <li>• Ensure the integrity of asset data is maintained.</li> <li>• Maintain and tools and test equipment appropriately.</li> <li>• Review ways to improve the service and productivity.</li> </ul>

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<b>Skills / experience</b>	<p>Specific requirements include:</p> <ul style="list-style-type: none"> <li>• At least 1 years of experience in a field related to bio-medical engineering or similarly technical in nature.</li> <li>• Good organisational skills.</li> <li>• A strong commitment to Quality objectives and procedures.</li> <li>• Strong written and verbal communication skills.</li> <li>• Able to work as part of a team.</li> <li>• Customer relationship development.</li> <li>• Full UK Driving License.</li> </ul>
<b>Working conditions</b>	Monday to Friday 0800 – 1630hrs or 08:30 – 1700hrs
<b>Location</b>	Kent Community workshops. Other MTS premises and customer premises as required.
<b>Holidays</b>	Refer to Contract

<b>Approved by:</b>	Stuart Norris, Head of Operations and Quality
<b>Date approved:</b>	3 <sup>rd</sup> March 2021
<b>Reviewed:</b>	