

Job Description



Job title	Field Service Engineer
Reporting to	Team Leader
Summary	Main function: 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 to ensure that Key Performance Indicators (KPI) are achieved. They will be expected to travel to customers sites to carry out maintenance and repairs as directed. They will complete associated administration relating to their daily activity under MTS's Quality Management Systems (QMS). They will support customers whilst building strong relationships including subcontractors.
Key results / objectives	Primary duties: • 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. Additional duties: • 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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	• 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	Specific requirements include: • A minimum of 1 year experience in the biomedical field dependent upon the grade. • 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.
Holidays	Refer to Contract

Approved by:	
Date approved:	
Reviewed:	