

### Job Specification

Position:	Biomedical Engineer
Reporting To:	Service Manager
Location:	Munster/Leinster based with nationwide travel required
Summary of role	<p>Healthcare 21 are currently looking to recruit a <b>Biomedical Engineer</b> to join their Acute Service Team. This is an exciting opportunity to work for a well-established, ambitious company. This role will require you to install, upgrade and maintain advanced medical device equipment as required supporting our partners Medtronic, Cardinal Health and Guerbet. While primarily based in the Munster/Leinster region, the successful candidate will offer support throughout 32 Counties to service, repair and maintain the range of hospital based medical devices distributed by Healthcare 21. The successful candidate will report directly to the Service Manager and will correspond with the Engineering Administration teams daily.</p> <p>The primary function of this position is the provision of complete product support including installation and commissioning, preventative maintenance, repair and servicing of a range of specialised medical equipment distributed by HC21, such as Contrast Media Injectors, Ventilation and Respiratory Equipment, Patient Monitoring Devices, Feeding Pumps, Positive Pressure Devices, etc. The products you will focus on will be at an advanced level and will require confidence and experience across mechanical and electrical based equipment in order to diagnose and repair faults efficiently. Our main customer base is both private and public hospitals, and it will be a key requirement for you to develop and maintain long-term relationships with the hospital departments you will be working with, by proactively managing customer relations and offering exceptional customer service. You will work closely with and support other Service Engineers in your division, as well as the Product Specialist and Educators in the business.</p> <p>This is an exciting opportunity for a dynamic, self-motivated individual who is enthusiastic, willing to learn in a progressive environment.</p> <p>Full training will be provided along with continued support and coaching from management and colleagues within the Acute Engineering team.</p>
Key responsibilities and activities	<ul style="list-style-type: none"> <li>▪ Co-ordinate, plan and carry out preventative maintenance of specialised medical equipment. Ensure that any work undertaken complies with the relevant manufacturers' quality procedure relating to that service or activity.</li> <li>▪ Co-ordinate &amp; conduct installations, repair and breakdown support at customer sites.</li> <li>▪ Ensure that equipment downtime is non-existent and that your preventative maintenance plans are continually monitored and reviewed where necessary.</li> <li>▪ Update software and diagnose faults through software logs etc.</li> <li>▪ Access parts codes and services manuals to ensure product service/repair is in line with Manufacturer's guidelines.</li> <li>▪ Provide engineer reports and all relevant supporting documentation to customer support administration for traceability, further processing and invoicing.</li> <li>▪ Promote the service department by ensuring the highest standards of customer service and satisfaction are always achieved.</li> <li>▪ Establish and maintain a service protocol for hospital based medical devices in the field, in line with manufacturers guidelines.</li> <li>▪ Liaise and work closely with HC21 Product Specialists and Educators to provide a holistic product support solution for our customers.</li> <li>▪ Any other activities as determined necessary by the Business Managers.</li> </ul>
Key competencies	<ul style="list-style-type: none"> <li>▪ Maintain, troubleshoot and repair medical devices including, but not limited to, ventilation, patient monitoring, medical imaging, enteral feeding and medical diagnostics.</li> <li>▪ Good mechanical and electrical knowledge of fault finding.</li> <li>▪ Ability to take responsibility for all work in your region and prioritise/manage same efficiently, therefore excellent organisational and timekeeping skills are essential.</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Proactively manage and develop client relationships while delivering exceptional customer service to ensure successful partnerships are maintained – you should be customer focused with a courteous and professional manner.</li> <li>▪ Technically competent and commercially aware with strong trouble-shooting and analytical skills</li> <li>▪ Ability to work effectively with colleagues throughout the business and utilise a team approach to accomplish goals.</li> <li>▪ Flexibility &amp; availability to travel, sometimes at short notice with the ability to thrive under pressure along with a strong desire to succeed.</li> <li>▪ Strong diagnostic, fault finding / problem solving, and judgment skills are essential in this role.</li> <li>▪ Excellent interpersonal skills – you should be an effective communicator with excellent written &amp; verbal skills.</li> </ul>
<p>Key personal requirements</p>	<ul style="list-style-type: none"> <li>▪ The ideal candidate will be a confident Biomedical or Electrical Engineer</li> <li>▪ 3+ years proven experience in a field-based engineering role in the medical device sector or a related industry is preferable but not essential</li> <li>▪ Full clean Drivers Licence is essential</li> <li>▪ Strong level of computer literacy required</li> <li>▪ Successful completion of Garda Vetting</li> </ul> <p>Ongoing training is offered to all Engineers which may require travel outside of normal working areas or abroad on occasions.</p> <p>Healthcare 21 is a high growth company that strives to achieve optimal clinical outcomes and enhancing the quality of patient care. Our success is driven by staying close to the customer and being willing to go the mile. The successful candidate will need to show a flexible approach to work and be able to enthusiastically embrace change and new challenges.</p> <p>Healthcare 21 is an equal opportunities employer, which means that we are committed to providing equality of opportunity in employment to all persons.</p>