

JOB DESCRIPTION

Role Information:

Role Title	Medical Device Field Service Engineers
Reports to	Head of Service & Technology Support
Locations	Leinster, Connaught or NI
Code	

Purpose of Role:

This role will be a Field based Service engineer providing technical support in relation to a wide range of medical devices and related medical equipment to existing and new customers across Ireland.

Principal Duties and Responsibilities:

- Carrying out installations, preventative and corrective maintenance service and other repairs on a wide range of Surgical and Medical equipment including (Surgical and Ophthalmic Instruments, Operating Tables, Microscopes, Camera Stacks, theatre Lights, Urodynamics equipment etc.
- Ability to prioritise jobs and respond quickly to customer issues in order to get the customer operational with minimal downtime.
- Ability to troubleshoot and diagnose root cause of problems to ensure correct repair, reducing cost and downtime.
- Ensuring devices operate to manufacturer guidelines and following their maintenance and calibrations procedures.
- Ensure all test equipment used is within calibration.
- Arrange and undertake installation and commissioning of new devices, liaising with sales team and customers to assess pre-install requirements.
- Completion of relevant paperwork to ISO standards for traceability and invoicing.
- Dealing with suppliers and third-party companies as required.
- Maintaining parts stock to sufficient levels.
- Responding to customer queries and questions and escalating issues or potential leads to the Sales team.
- Customer focused with the ability to support the sales force for demonstrations and trade shows.
- Supplying device care and maintenance guidelines and training to current and new customers.
- Working with Logistics Department to move devices as required for installations and demonstrations.

- Attending European based manufacturer training courses on specific medical equipment as and when required, to achieve engineer equipment trained status.

Role Requirements:

- A background in Biomedical/Electronics/Electrical/Mechanical engineering with experience of working in a field role is preferable, not essential. (Having worked in similar role would be a distinct advantage).
- Certificate/Diploma or higher in Biomedical/Electronics/Electrical/Mechanical Engineering is preferable.
- A good problem solver for fault diagnosis and resolution for both hardware and software (mostly windows based) issues. Fast learner, with the ability to think independently and creatively.
- This is a busy role and will require an individual who can be flexible, multi-task and prioritise with the ability to work under pressure.
- Excellent organisational and communication skills are also essential.
- Highly motivated and able to work independently under own initiative as well as part of a team.
- Knowledge and interest in the healthcare industry.
- Excellent computer skills, good working knowledge of Microsoft Office Suite.
- Dynamism and flexibility are essential.
- Competent in performing and completing tasks.
- Ability to work well and stay calm under pressure and good disposition.

Tekno Surgical is an equal opportunities employer.