



JOB DESCRIPTION

Role Information:

Role Title	Field / Workshop Clinical engineering Technician
Department	Service Department
Reports to	Clinical Field Service Team Leader
Location	Belfast
Code	

The Company:

Cardiac Services was founded in Belfast in 1969. We currently have offices in Dublin, Belfast, Cork, Manchester and Northampton and are at the forefront of supplying and supporting diagnostic, measurement and Clinical IT equipment throughout Ireland and the UK. We have a specific focus on ICU, Coronary Care, Operating room, and Maternity. The pre-hospital division specialises in the supply of AEDs, training devices and Primary care / GP supplies.

Purpose of Role:

- As a member of the Cardiac Services Clinical Engineering Team the successful candidate will have a key role in the maintenance of our extensive installed volume of medical devices located in Hospitals, Clinics and Community Healthcare facilities throughout the North of Ireland. A portion of time will also be required to support devices which are returned to our Belfast facility for servicing and repair. They will proactively manage customer relationships with an emphasis on excellent communication, high levels of Customer satisfaction and regulatory compliance.

Principal Duties and Responsibilities:

- Installations of new equipment, routine preventative maintenance and repair visits across our range of supplied medical devices. The equipment range includes, but is not limited to, Patient Physiological Monitors, Defibrillators, Ventilators and ECG recorders. Whilst work will mainly be in the assigned geographical area there will be occasions when work throughout the Island of Ireland and beyond will be required.
- Attend training courses provided locally and at various manufacturers' facilities abroad.
- Work undertaken by engineers must comply with the relevant Company Quality procedure relating to that service or activity.
- Comply with all relevant protocols associated with Navision, our group wide ERP and service management system.
- Liaise with customer support administration on a regular basis. Timely submission of electronic service reports and associated documentation for further processing and invoicing.

Role Requirements

- Qualifications: Ideal candidate will typically have an QCF/RQF Level 4-5 qualification (or equivalent experience) in Clinical engineering, Electronic servicing, Mechatronics, Physics, or related discipline.
- Experience in a field service role.
- Full driver's license.
- Whilst not essential, a formal qualification or at least demonstrable aptitude for IT and networking would be an advantage.
- Experience in medical device service or electronic equipment would be a distinct advantage.
- Strong interpersonal skills: Customer focused with good communication skills – written and oral.
- Good analytical and troubleshooting skills.

This is an ideal opportunity for a dynamic, self-motivated individual who is enthusiastic, willing to learn in an interesting and rewarding environment. Device specific training will be provided along with continued support and coaching from management and colleagues within the Clinical engineering team.

Cardiac Services is an equal opportunities employer.

By applying for a position with SISK Healthcare and forwarding your details included in your Curriculum Vitae, you are consenting to SISK Healthcare processing your data in line with data protection law, namely the Data Protection Act (2018) and EU General Data Protection Regulation (GDPR).

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