

Position Title	BIOMEDICAL FIELD SERVICE ENGINEER
Division	Biomedical Services New Zealand Limited
Department / Location	Auckland/Northland
Reporting To	Service Manager Auckland and Northland
Direct reports	None
Employment Status	Full-time 40 hours per week

All terms and conditions of the Company Policies and Procedures apply to this position.

Overall Purpose

Biomedical Services New Zealand Limited (BSNZ) provides specialist biomedical engineering services to the health and aged care sectors throughout New Zealand and forms part of Cabrini Technology Group.

Purpose

Provide high quality, cost effective biomedical engineering services by maintaining, testing, repairing and managing medical devices in accordance with applicable standards, manufacturer requirements, BSNZ procedures and client contracts.

As a senior engineer, provide technical advice, support and mentoring to colleagues, coordinate day to day service delivery at assigned client sites, and maintain strong customer relationships. The role has no direct reports.

The role is based at the Auckland Workshop and includes field service at hospitals, clinics and other client sites across the Auckland region. Support outside the region may be required from time to time. Night or after hours work may be required to access equipment or meet agreed service requirements, as arranged with the Service Manager and in accordance with the employment agreement.

Key Accountabilities

Biomedical and Technical Services

- Perform electrical safety testing, performance testing, preventive maintenance, calibration where required, fault diagnosis and repair of medical devices within demonstrated competence and licence scope.
- Maintain equipment in accordance with applicable New Zealand and Australian standards, including AS/NZS 3551 where relevant, manufacturer specifications, approved test scripts, BSNZ procedures and contractual requirements.
- Prioritise urgent repairs according to patient safety, clinical impact and agreed response times. Escalate risks, delays and work beyond personal competence to the Service Manager.
- Complete and document required safety and performance tests before returning repaired equipment to service. Identify and quarantine unsafe equipment in accordance with company procedures.
- Provide evidence-based advice on equipment lifecycle management, repair options, servicing, disposal and replacement. Assess repair costs and source suitable parts and specialist services.
- Liaise with manufacturers, suppliers and service agents for technical support and third party services.

Senior Technical Support and Training

- Provide practical technical support and mentoring to engineers and technicians, including assistance with complex faults and appropriate escalation.
- Support onboarding, peer training and the development of technical competence. Share technical knowledge and recommend improvements to test scripts and work practices.
- Assist customers with training in the safe and proper use of medical equipment within personal competence and manufacturer guidance.
- Maintain technical knowledge through relevant training and keep required EWRB registration and practising licences current.

Customer Service and Site Coordination

- Maintain professional relationships with customers and communicate clearly about service progress, faults, repair options, expected completion dates and delays.
- Coordinate day to day biomedical service delivery at assigned client sites with the Service Manager, in line with customer needs and contractual obligations.
- Respond to telephone and email enquiries efficiently and prioritise urgent and priority one repairs within agreed service timeframes.
- Carry out agreed after hours work as arranged with the Service Manager and in accordance with the employment agreement.
- Meet agreed individual monthly KPIs and contribute to meeting assigned client service KPIs. Report risks to service delivery and customer feedback to the Service Manager.
- Identify opportunities to improve services and support new customer opportunities as directed.

Work Planning and Administration

- Log incoming work promptly in the approved service management system and track work orders through to completion.
- Plan scheduled maintenance and repairs within required timeframes. Keep outstanding work, parts orders and follow up actions current and visible.
- Use approved test equipment with current calibration status. Arrange calibration, repair or replacement of allocated equipment through the approved process.
- Order spare parts within delegated authority and maintain appropriate stock levels to support service delivery and minimise unnecessary stock costs.
- Complete work order records accurately and promptly, including asset details, work performed, test results, labour, parts, charges and reports required for invoicing.
- Ensure required testing, documentation and follow up actions are complete before resolving a work order.
- Attend relevant meetings and briefings, act on agreed instructions, and keep the Service Manager informed of workload, client concerns and site operations.
- Undertake other reasonable duties, projects and assignments appropriate to the role, as directed.

Professional Practice and Care of Equipment

- Maintain clean, tidy and safe work areas and keep the company vehicle, tools, test equipment and other allocated resources in good working condition.
- Maintain a professional appearance and conduct, wear the supplied uniform and use required protective clothing and equipment.
- Protect patient, customer and commercially sensitive information and comply with company policies, including confidentiality and the code of conduct.
- Demonstrate cultural awareness and sensitivity when working with customers, colleagues, patients and other stakeholders.

Health Safety and Quality

- Follow company health and safety procedures, relevant legislation, client site requirements and agreed site safety plans.
- Identify and report hazards, incidents and near misses promptly, take appropriate immediate action within personal authority, and support investigations and corrective actions.
- Follow current company and client site infection prevention and access requirements, as applicable to the work.
- Use safe work practices and approved procedures. Recommend improvements and assist with quality reviews, audits and corrective actions as required.

Key Relationships
<p>Internal</p> <p>Service Manager, National Operations Manager, Technical Service Lead, biomedical engineers and technicians, technical support, administration, calibration coordination, IT support and Human Resources.</p> <p>External</p> <p>Hospital and clinic management, clinical staff, client operations and facilities teams, manufacturers, suppliers, service agents and regulatory bodies.</p>
Authority - do not amend
<ul style="list-style-type: none"> As specified within the Approval Delegations and Authorities and as delegated from time to time.
Safe Practice and the Environment - do not amend
<ul style="list-style-type: none"> Ensure the company policies and operations comply with all statutory obligations and requirements, including the Health and Safety at Work Act Take responsibility to ensure that yourself, other staff, contractors and visitors do not place at risk the health, safety or well-being of yourself or others in the workplace Ensure objectives of Health and Safety policies are integrated into work practices Consult with staff on workplace health and safety matters which may affect them and ensure communication of Health and Safety issues are promoted as a normal component of work Arrange adequate training, information, instruction and supervision so that work is conducted safely. Make all contractors and visitors aware of safety procedures Take immediate and appropriate steps to report, investigate and rectify any risks to health and safety and report promptly relevant health and safety issues Ensure all accidents and near misses are properly reported and recorded and investigations are carried out Maintain at all times safe access to and egress from the workplace Ensure all staff are familiar with emergency and evacuation procedures and co-operate with directions from emergency or evacuation wardens and professionals
Quality - do not amend
<ul style="list-style-type: none"> Be well acquainted with the Cabrini Technology Group ISO9001 Certified Quality Manual, Policies and Online Quality Management System. Ensure that all activities undertaken are consistent with the Quality Policies
Cabrini Mission, Values, Vision and Behaviour - do not amend
<ul style="list-style-type: none"> Work and act in a way consistent with Cabrini Health's Mission, Values and Vision Ensure behaviour is in line with the Cabrini Health "Behaviours that Matter"
Qualifications & Experience
<p>Qualifications</p> <ul style="list-style-type: none"> NZ Trade Certificate in Electronics Servicing or an equivalent relevant qualification. NZCE Electronics, NZ Diploma in Engineering or a degree in electrical or biomedical engineering is preferred. Appropriate EWRB registration and a current practising licence for the prescribed electrical work undertaken.

- Legal entitlement to work in New Zealand.

Experience

- At least **six years** of relevant experience maintaining electronic or computerised biomedical equipment, including electrical safety testing, performance testing and repair.
- Demonstrated ability to work independently across a wide range of medical devices and resolve complex faults at a level appropriate to a senior engineer.
 - Previous experience servicing and repairing medical equipment in a hospital environment is preferred
 - Experience in healthcare service delivery, client liaison, planning maintenance, assessing repair costs, sourcing parts and applying relevant standards.
- Demonstrated ability to support and mentor colleagues and share technical knowledge.

Skills and Expertise

- Sound knowledge of medical equipment and its use in clinical settings.
- Ability to explain technical functions, faults and solutions clearly to people without a technical background.
- Strong work planning, prioritisation, computer skills and accurate service documentation.
- Ability to work independently and as part of a team, while recognising competence limits and escalating appropriately.

Personal Attributes

- Professional, reliable and self motivated, with a positive approach to learning and improvement.
- Clear verbal and written communication and respect for customer needs, cultural differences and colleagues.
- Sound judgement and a balanced approach to urgent requests, patient safety and workload priorities.

Approval - do not amend

The above statements are intended to describe the general nature and level of work being performed by the incumbent of this role. This document may be revised or updated at any time in line with role, and / or organisational changes. Any such changes will be communicated with the appointed person.

I certify that this position description is an accurate description of the responsibilities assigned to the role.

Line Managers Signature & Print Name

Date

Position Holders Signature & Print Name

Date