

South Island Field Service Engineer

Position Title	Biomedical Field Service Engineer
Division	Biomedical Services NZ Ltd – South Island
Department / Location	South Island – Based in Christchurch
Reporting To	New Zealand Group Manager
Direct reports	None
Employment Status	Full Time

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

Overall Purpose

Biomedical Services New Zealand Limited (BSNZ) is the leading independent provider of specialist technology services to the health and aged care sectors and operates throughout New Zealand.

BSNZ, a wholly owned subsidiary company of Cabrini Health Limited forms part of the Cabrini Technology Group, employing over 500 staff. In New Zealand BSNZ operates alongside its Biomedical engineering services; Capes Medical Supplies, AWA Technology, and Alter.

Health facilities deploy a vast quantity and variety of medical assets in providing health services. Many of these assets are mission critical and most can cause harm to patients or staff if not operating correctly. Hospitals are required to follow various standards as part of daily health care operations including maintenance of medical equipment. The BSNZ biomedical engineering programme provides full life cycle asset management that meets or exceeds all relevant Standards, including those of AS/NZS3551. Cabrini Technology Group operates a strategic asset management framework which is externally audited and certified by BSI to ISO55001 and a quality management system externally certified by SAI Global to ISO9001.T

BSNZ supports a large range of users within the NZ health sector through our trading arms: Biomedical engineering, Capes Medical Supplies, AWA Technology and Alter. We are all about supporting the end users and ensuring a safe and efficient healthcare delivery service.

Purpose:

The South Island Service Engineer serves as the primary representative of Biomedical Services NZ Ltd and its core business units for the designated region.

The main purpose is to establish and grow the Biomedical Engineering customer base and support its business units, primarily AWA Technology and Capes Medical Supplies as required in the South Island from Christchurch

We have a new warehouse/workshop and office facility located in Rolleston, Christchurch. However, working from client sites in the greater Canterbury region and travel around the South Island (primarily to Invercargill and Queenstown) is expected.

Due to the nature of this position:

- advice, consultation and input will be sought from time to time for the organisation as a whole, beyond the scope of the region;
- additional out of hour's commitment maybe be required;
- training and upskilling in general business management practices will be and encouraged and supported.

Key Accountabilities

Biomedical and Technical Services

- Safety Testing (Electrical, Performance and Preventative Maintenance); all medical devices maintained is to comply with the relevant regulations and standards and in accordance with manufacturers' specifications and contractual requirements.

- Repairs effected; all medical devices are appropriately maintained in accordance: with required standards, good practice, company procedures and contractual requirements.
- Biomedical work areas are maintained in a clean and tidy state.
- Customer requirements are met on a technical level and in accordance with contractual requirements. A professional approach is maintained in respect to all activities including customer liaison and conduct on client premises.
- Documentation/record keeping is of a high standard. It is completed promptly and fully to the correct standards and in accordance with company requirements and policy.
- Effective communication is practiced; an open channel of communication with staff and clients is maintained. Maintain effective communication with customers, staff, managers, suppliers, and others as necessary.
- Appropriate meetings, team briefings and information sessions are attended.
- An appropriate professional image is maintained through personal grooming, conduct and dress.
- All equipment allocated is maintained in good condition is calibrated as required, and not mistreated or misused.

Customer Service

- To build and manage good relationships with customers
- Ensure responsiveness and attention to detail in dealing with customer enquiries
- Ensure regular meetings with customers
- Be a point of contact for clients
- Maintain an open channel of communication with all clients. Ensure issues/concerns raised by customers are dealt with in an efficient and responsive manner
- Identify opportunities for expansion of work at client sites
- Provide a high-level customer interface for complex technical and clinical issues
- Maintain the highest levels of integrity and professionalism in dealing with clients
- Take the lead in proactive communication with clients regarding services as well as performance or other issues relating to the contract.
- Provide feedback to management as needed on unique client requirements and opportunities to expand the client relationship.

General Duties

- Read, note and action as appropriate the outcome of any meetings or written communication.
- Advise the NZ Group Manager or other members of the Management team at either informal or formal meetings of any feedback from our customers, staff or suppliers.
- Assist in the development of new business, and report on competitive activity in the marketplace.
- Any other duties, including projects/assignments, as may be specified from time to time.
- General administration tasks for area of responsibility; includes but not limited to; ensuring all work areas are maintained in a neat and clean condition, preparing of items ready for couriering, preparing items for calibration
- Provide a working environment for staff and customers that upholds the mission and values of Cabrini Health
- Able to work without supervision.
- Able to work independently or in a team environment.
- Able to effectively communicate and to work with other engineers, technical employees, managers and customers in technical support situations.
- Complete vendor specific product training required for position.
- Complete any training identified by Cabrini Technology required for the position.

AWA - IT Field Support

- General support maybe required from time to time to support the AWA service partners operating in the Christchurch region. Duties include but not limited to:
 - Diagnosis and repair of computers, printers and other peripherals and related electronic devices on customer site but also in the workshop as required.
- Able to apply logical, methodical, analytical approach to isolate and solve complicated hardware, software or network related problems.
- May be directed to perform other duties consistent with training and skills levels required for this position.
- Organise shipping & return of OEM stock as required.
- Appropriate training will be provided as required.

Key Relationships

Internal:

- High levels of internal communication and interaction with all direct and indirect reports.
- Work as a team player and demonstrating loyalty to colleagues and the organisation;
- Maintain professional relationships with all staff and clients.

External: Hospital Management, client's management, client's operations, OEM.

Authority

- As specified within the Approval Delegations and Authorities and as delegated from time to time.

Safe Practice and the Environment

- Ensure the company policies and operations comply with all statutory obligations and requirements, including the Health and Safety at Work Act
- The employer, as a provider of services to the Health and Disability Sector maybe required to provide evidence to its clients that its workers are vaccinated against Covid-19. The employee must show appropriate vaccination records (as determined by the New Zealand Government) that they are fully vaccinated against Covid-19.
- 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

- 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

- 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

Qualifications

Essential

- NZCE Electronics or NZ Diploma of Engineering or NZ Degree of Electrical Engineering preferred.
- Electrical Service Technicians or Electrical Appliance Serviceperson Registration and current practicing license.
- Knowledge of medical devices and specific usage in the clinical setting.
- New Zealand residency or a valid New Zealand work permit.

Desirable

- Knowledge of printers and laptop trouble shooting
- NZ business management experience or qualification

Experience In:

- Maintaining electronic and/or computerised biomedical equipment to required Standards (includes electrical performance and preventative maintenance testing and repair of medical devices)
- The health-care industry
- Working as part of a team providing maintenance services.
- Explaining technical information to people without a background in electronics.
- Assessing and costing repairs.
- Sourcing electronic parts and services.
- Applying regulatory requirements to repair and testing work.
- Managing client workloads in an effective and efficient manner.
- Excellent communication skills in verbal and written form.
- Ability to think outside the box to resolve complex issues.
- Ability to quickly grasp issues and effectively manage resources to address.
- Ability to manage projects and deliver to agreed milestones.
- Ability to effectively manage stress.
- Knowledge of computer systems and proficiency with Office 365 and database systems.
- Able to work independently and as part of a team.

Approval

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