

Job Title:	Technical Engineer
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Department/ Business Unit:	Technical Services	Reports to:	Technical Services Manager - Asia
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Job Purpose

- To contribute to grow the technical services business by developing strong customer relationships, assisting with sales support and completing assigned jobs in a timely and professional manner;
- Champion all products in the portfolio as an integral part of the Technical Services business unit by developing strong customer relationships, working closely with sales and marketing and developing strong vendor relationships;
- Provide engineering expertise on field R&D activities on high technology medical equipment and devices;
- Provide detailed documentation on project requirements, Installation, Operation & Performance Qualification of Device Technologies equipment;
- Provide installation, maintenance and breakdown services to Device Technologies customers.

Reporting/Working Relationships

- Technical Services Manager;
- Senior Business Manager, Technical Services.

Key Responsibilities

- Perform corrective service, preventative maintenance and in-house repair in a professional and customer-oriented manner;
- Promptly respond to all service and support calls designated by Technical Service coordinators and regional / national service management;
- Participate in the service management system by actively communicating calendar scheduling with Technical Service coordinators, promptly entering Technical Service Report (TSR) data and effectively managing spare parts inventory;
- Participate in equipment installations as required, working with a team of internal and external technicians, engineers and contractors or the onsite team/hospital facilities department to install and commission equipment;
- Work closely with other departments to contribute to the sales and business development process and ensure that customer needs are met;
- Maintain a safe working environment and proactively identify and deal with issues;

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- Escalate identified product faults to regional management and follow up with customer on fault resolution as appropriate;
- Effectively track and account for “boot stock” spare parts inventory via regular stock takes;
- Participate in spare parts warranty returns processes in a timely manner;
- Utilise loan stock equipment to service customer requirements, track and account for equipment movements and maintain equipment in a fully serviceable state;
- Maintain the company’s responsibilities relating to Electrical Licensing, including completing any required electrical qualification to carry out the requirements of the position (where applicable).

Quality and Safety Requirements and Responsibilities

- Comply with Quality System requirements;
- Take reasonable care for your own health and safety and do not negatively affect the health and safety of others. Comply with any instructions and follow any policy, procedure or work instruction relating to health and safety at the workplace that has been notified to you;
- To ensure compliance with applicable legislation, customer requirements and given the exposure risk to the business, it is a requirement of this role that you maintain any appropriate vaccinations and background checks as appropriate;
- Conduct all activities and duties as part of this role in full accordance with company policies, procedures, and values;
- Understand and adhere with Principals’ applicable compliance, code of conduct policies and procedures;
- Understand and adhere with APACMed Code of Conduct.

Selection Criteria

Essential

- Understanding of Device Technologies policies and procedures including any vaccination and background checks in line with your role and responsibilities.

Desirable

- Electrical license (where applicable);
- Exposure to a medical devices and customers;
- Intermediate MS Office;
- SAP exposure;
- Salesforce.com exposure.