

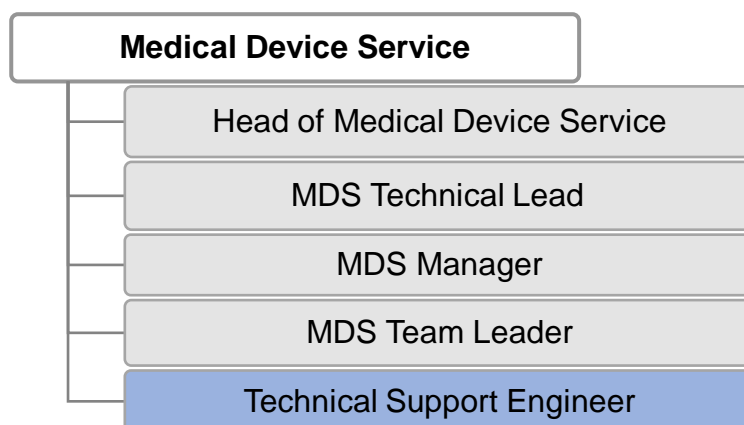
TECHNICAL SUPPORT ENGINEER JOB DESCRIPTION

Job Title:	Technical Support Engineer
AfC Band:	5
Directorate/Service:	Medical Device Service
Accountable To:	Head of Medical Device Service
Responsible To:	MDS Team Leader
Base Location:	NCA wide post working across all hospital and community sites
On-Call Requirement:	No
AfC Job Code:	

Values

Three values are at the heart of our organisation: Care, Appreciate and Inspire. Our values and behaviours define what's important to us as we work alongside each other and with our patients and service users. They also shape what it feels like to work at the NCA and will be central to your development and performance conversations. Together, we will create a culture where care, appreciation and inspiration thrive.

Structure Chart



Job Summary

Ensure the right device is in the right place at the right time giving optimal performance and maximum uptime for clinical services.

Provide and receive complex technical information, instruction, and advice for all aspects of Electromechanical medical equipment. This will be to all levels of medical users in the Trust.

Key Role and Responsibilities

Supervise more junior staff assigned to this team.

Assist in the management of risk associated with medical equipment; this will include involvement in training, AIR investigations, testing and repair of equipment and acting as the interface between users and other outside agencies / suppliers.

Provide technical expertise throughout the Northern Care Alliance, working across all hospital and community sites as required.

Communications and Relationships

Provide complex clinical and technical advice to users of medical devices.

Discuss complex technical matters with staff and medical equipment suppliers.

Communicate with users of medical equipment on safety and risk.

Assist under supervision in the investigation of adverse incidents, communicating with users, outside agencies and suppliers on complex and sensitive matters.

Communicate professionally and effectively with managers and colleagues.

Analytical and Judgmental Skills

High level skills to analyse and find faults on complex critical medical equipment.

Complex measurement and interpretation of results.

Analysis, interpretation and comparison of information and data to support adverse incident investigations.

Enter results and testing outcomes into an equipment management database.

Carry out performance measurement analysis and produce reports.

Responsibility for Policy/Service Development.

Understand and rationalise application of relevant policy and service development.
Assist with and carry out planned audits and inspections. Support and contribute to action plans arising.

Be personally accountable for ensuring that the department outcomes, KPIs and compliances are met.

Contribute to and support processes that support implementation and compliance with Trust policies and values.

Contribute to and support protocols and procedures to improve service delivery.

Responsibilities for Financial and Physical Resources

Request the purchase of stocks and spare parts necessary to carry out duties.

Assist in the monitoring of external service contracts and contractors while on site.

Advise users on purchase of consumables and medical equipment.

Responsible for the care of assets assigned to this group of staff.

Responsible for the installation, repair and maintenance of Trust assets.

Responsibilities for Human Resources

Supervises junior staff assigned to the team.

Train and support less experience staff.

Work flexibly and fairly, to support the wellbeing of other team members showing kindness, care tolerance and concern for them.

Be personally accountable for undertaking all mandated training and participating in performance and wellbeing conversations.

Responsibility for Information Resources

Provide safe and secure storage and handling of all information under individual control designated as confidential or obtained under or in connection with service provision.

Process all technical equipment history both paper and electronic following the departments policies.

Produce information as requested by team leaders and managers for data and information analyses, following trust policy for security and records management.

Undertake required mandatory training for information governance.

Keep accurate and concise medical equipment history. Record all factual details including results and findings.

Contribute to development of test procedures and recording of result for evidence.

Responsibilities for Research and Development

Assist with clinical trials and evaluations of medical equipment.

Carry out medical equipment evaluations and testing prior to purchase.

Undertake audits as and when required, presenting results to managers.

Freedom to Act

Supervise junior staff on a day-to-day basis.

Work within Trusts policies and local departmental policies and protocols ensuring performance targets are achieved.

Make decisions on medical equipment safety and use, advising other users as necessary.

Partnership Working

Provide specialist advice and direction to all users of medical devices and junior staff in this group.

Agree timescales and deadlines with users for access and return of medical equipment after any intervention.

Work in partnership with other medical equipment trainers to provide medical equipment training agenda.

Interact with colleagues internally and with outside suppliers / agencies.

Health & Safety

Advise and provide guidance on safe use of medical equipment.

Consult with, include, and cooperate with medical equipment training colleagues to reduce the risk of incorrect use.

Be personally accountable for safe standards of working in the workplace, specifically around electrical risks.

Decommissioning and the safe disposal of medical equipment following legal guidelines.

Support investigation of adverse incidents involving medical equipment.

Be personally accountable for attendance at mandatory training relating health and safety.

Assist with risk assessments in the workplace and contribute to the development and completion of action plans arising.

PERSON SPECIFICATION

Job Title:	Technical Support Engineer
AfC Band:	5

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> HNC (Level 4/5 BTEC) qualification in electronic engineering. 	<ul style="list-style-type: none"> Electronic Engineering Degree.
Professional Registration		<ul style="list-style-type: none"> Register for clinical technologists (RCT).
Knowledge, Training & Experience	<ul style="list-style-type: none"> Experience in a field of electronics maintenance and repair in a workshop environment. Specialist knowledge in the application and use of a wide range of medical equipment. Knowledge and experience of current legislation recommendations for the management of medical equipment. 	<ul style="list-style-type: none"> Wide range of supplier approved training on the servicing and repair of medical equipment. Experience of working in a ISO9001 environment. Experience of working with supplier to resolve and manage clinical risk with the use and application of medical devices.
Skills & Abilities	<ul style="list-style-type: none"> Full clean UK driving licence. 	

Living our Values

All colleagues are expected to demonstrate the NCA values and underpinning behaviours as you carry out your role.

Values	Behaviours (I will...)
CARE We listen and treat each other with kindness.	Provide the highest standard of care, with compassion and kindness.
	Communicate clearly, actively listen and be person centred.
	Seek to understand and empathise.
	Collaborate to deliver services that are safe and give confidence in our care.
APPRECIATE We value and respect each other's contribution.	Recognise and openly acknowledge how we all make a difference.
	Value and respect others and share in celebrating our successes.
	Treat people fairly, notice, champion and positively appreciate diversity.
	Provide constructive feedback to support growth and development.
INSPIRE We speak up and find ways to be even better.	Have a voice and act with integrity and honesty.
	Make time to learn, share and find new ways of working.
	Be positive, be open to change and empower others.
	Work with my team and other teams to agree and deliver best outcomes.

Appendix

The below details all the standard Trust requirements which must be incorporated within the role.

Infection Prevention
Employees will adhere to all Trust Infection Control policies and procedures which are relevant to the post and undertake any appropriate mandatory training. All colleagues will ensure that advice is sought from the infection control team as required and appropriate action is taken to minimise cross infection.
Safeguarding
The Trust is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all employees and volunteers to share this commitment. You will be expected to fulfil your mandatory safeguarding training at the level applicable to this role.
Health and Safety
Employees must act in accordance with the Health & Safety at Work Act 1974, and subsequent legislation, under which they must take reasonable care to avoid injury to themselves and to others who may be affected by their work activities. Employees are required to co-operate with the Trust in meeting statutory requirements. Employees must not intentionally or recklessly interfere with, or misuse anything that is provided in the interest of the health, safety and welfare of colleagues, patients, and the general public.
Confidentiality and Data Protection
Employees are required to uphold the confidentiality of all records held by the Trust, whether patient records or Trust information. Unauthorised disclosure of any confidential information, or that covered by the Data Protection Act may result in disciplinary action.
Equality and Diversity
<p>All colleagues are required to understand the equality and diversity commitments and statutory obligations under the Equality Act 2010. You must act in ways that support Equality, Diversity, and Inclusion (EDI) and recognise the importance of people's rights in accordance with legislation, policies, frameworks, procedures, and good practice.</p> <p>Colleagues must recognise and report any behaviour that undermines equality under Trust policy and further EDI activity by:</p> <ul style="list-style-type: none"> eliminating discrimination, harassment and victimisation

- advancing equality of opportunity between people who share a protected characteristic and those who don't.
- fostering good relations between people who share a relevant protected characteristic and those who don't.
- understanding the impact of policies, services and practice on people with different protected characteristics

Code of Conduct

Colleagues that have a national Code of Conduct are expected to adhere to that Code and failure to do so could result in disciplinary action being taken. Colleagues who do not have a regulatory body are expected to conduct themselves in a professional manner and in line with the Trust values and policies at all times.

Leadership and Development

We believe our colleagues play a vital role in delivering excellence, and that everyone has the ability to demonstrate leadership and make a difference. As a member of our team, we expect you to live the NCA values: Care, Appreciate and Inspire through your daily habits, to improve outcomes for patients, customers and service users across the system. In return we provide a range of development opportunities that help you to realise your potential and reach your professional best.

As you join us, you are required to attend our Corporate Induction, complete the Trust's mandatory training and participate in the NCA Accelerated Leader Development Programme if you are in a leadership or management role. Your annual My Time appraisal conversation helps to continually review your contribution and ongoing priorities through your Personal Development Plan, informed through a wide choice of development available to you.

Flexibility

This job description is not intended to be exhaustive, and it is likely that duties may be altered from time to time, in discussion with the post holder. This role profile is intended to provide a broad outline of the main responsibilities only. The post holder will need to be flexible in developing the role with initial and on-going discussions with the designated manager.