

JOB DESCRIPTION

Job title:	Field Technical Service Engineer
Reporting to:	Sr Technical Service Manager
Issue date:	02-10-2022
Business:	Global services / Technical service
Country:	Czech
Location:	Czech

SUMMARY

The overall purpose of the role is:

- To effectively deliver complete technical service and support for all equipment supported by Baxter
- Providing Technical Services across a wide portfolio of medical equipment in Czech & Slovakia (here and below "Territory")

ESSENTIAL DUTIES AND RESPONSIBILITIES

Technical services

- Organizing and performing technical service activities of medical equipment on sites on the Territory including:
 - installation,
 - repair,
 - diagnostics
 - preventive maintenance
 - field corrective actions
 - etc.
- Regularly preparing and aligning personal technical service activities schedules and plans;
- Regular monitoring and execution of corrective and preventive actions for medical equipment prescribed by the manufacturer, such as technical bulletins recommendations, upgrades, field actions and mandatory modifications;
- Strive and perform all possible actions to achieve 100% coverage on PMs programs of Installed base;
- Manage local Spare parts stock level (car stock and consignment stock) and maintaining accurate stock records for all inventory held and managing inventory levels to deliver a high first time fix rate;
- Submit data about performed services to CRM systems timely and according to Company requirements;
- Ensures implementation and compliance with the requirements of the Baxter quality system, with rules for electrical safety, rules for working with medical waste, rules of labor protection and rules for the safe operation of equipment in accordance with the type of work performed and the requirements official documentation for medical devices.
- Performing business trips to related work duties
- Participating and supporting corporate events / meetings / conferences.

Technical support

- Provides consultations and all types of technical support to final users, distributors and other commercial partners including employees of the Company, as well as conduct pre-sales support with service related information for medical devices, additional equipment and accessories;
- Proactively maintaining and extending own skills base and technical knowledge through personal development and training (including performing timely training plans in electronic systems);

- Support activity of service distributors, providers, as well as self-service customers on the Territory;
- Support of requests from Regional or Global teams with information related technical activities;
- Within company authorization provide technical training / support to external technicians;
- Supports and / or manage FA (field actions) and MM (mandatory modifications) programs.
- Supports and / or manage NPL (new products launch) and EOL (end of life) programs;
- Be updated and knowledgeable about situation with technical services on the Territory (like Installed base status and condition; EOL or NPLs planned, FA/MM status; services sales; technical services done etc);

Support sales of services

- Actively represents and / or supports sales of technical services on the Territory (Spare parts; service contracts; trainings etc), promotes Spare parts and / or contracts for regular and long-term services during visits of customers and remote negotiations by phone or e-mail;
- Perform or provides support for the preparation of commercial offers, technical descriptions of services and Service contracts;
- Support of global and regional commercial programs and initiatives (like PM kits project etc);
- Monitoring of existing contracts for service and preventive maintenance with the purpose of their prolongation or modification; control the records of contracts keeping in electronic databases (at least keep data in excel sheet); regularly preparing, coordinating and monitoring plans for performance of works under service contracts;
- Providing consulting and technical support to sales representatives and / or clinical and application specialists in order to promote sales of equipment and services, both remotely and during visits to customers;
- Preparing recommendations for the introduction of new commercial programs and service offers for customers; monitoring the existing prices on the market for Spare parts and services for the similar medical devices;
- Follow the Company rules and policies of free of cost services and Sales / costs allocations;
- Participates in the preparation and holding of exhibitions, seminars and conferences on the promotion of Baxter equipment and services.

Other tasks and responsibilities

- Controls the economical and efficient use of company resources; maintaining all Company assets and equipment in good condition;
- Prepares weekly written reports on the work done and plans for the upcoming week, timely draws up and provides other reports related to the performance of their work duties; Timely prepares and submits reports related technical services, reports and related financial and primary accounting documents, prepares necessary commercial documents, updates information in databases and CRM systems (like GSP/Salesforce) in accordance with established policies, rules, procedures and orders in the company (at minimum monthly);
- Responsible to set-up monthly discussion with direct manager (call, Webex/Teams, F2F etc);
- Establishes, improves and strengthens business relations with customers and users of Baxter products, with business partners, with employees of other departments of Baxter (regional services, sales, marketing, HR, finance, QA, RA, etc);
- Supports and improves own qualifications on permanent base; follow training needs and labor protection requirements established by local laws and Company rules;
- Make mandatory preliminary examinations upon admission to employment and periodic (during activity) medical examinations at the request of the Company (if applicable);
- Complies with labor standards and rules established by the Company's internal regulations;
- Follow and comply with local rules and regulations in technical service of medical devices (like licensing, certifications etc);
- Follow rules of Calibration of tools and other local / regional metrology standards;
- Annually prepare plan with goals and objectives for the upcoming year, monthly update direct manager about performing with planned projects and initiatives;
- Achieving key performance indicators (KPIs) of the Company;
- Representing the Company in a professional and service-oriented manner within the customers.

JOB REQUIREMENTS

Education/Experience

- Electro-mechanical engineering background supported by a technical qualification

- Previous experience as a Field Service Engineer (Medical industry)
- Experience of working in a highly customer driven organisation

Functional Requirements and competencies

Competencies

- Be confident in communicating effectively with both customers and internal stakeholders
- Provide specialist information to support tender submissions for sales as well as technical service when requested
- Understand and maximise individual contribution to revenue and profitability
- Be able to identify an opportunity for new business or growth of existing
- Ability to be able to interpret data (machine generated e.g. black box files, basic financial, service delivery)
- Understand KPIs and be able to adapt working practices to ensure service level is maximised
- Be able to communicate with in an authoritative and professional manner and manage expectations

Other Requirements

- Result oriented
- Strong Customer focus – Customer is priority attitude
- Strong team player, with flexible approach yet able to work unsupervised and under pressure
- Self-motivated with a high level of initiative
- Excellent communication skills and be able to work in a rapid response environment
- Excellent organisational skills
- Ability to recognise and escalate potential issues
- Attention to detail – quality process driven
- Driving license

Skills

Languages Skills	Spoken	Written	Read
Mother tongue (Czech)	Excellent	Excellent	Excellent
English	Good	Good	Good

Computer Skills

- Basic knowledge required
- Particular knowledge required

Description

Word, Excel...

Basic Understanding / knowledge of electro-mechanical systems

Basic understanding / knowledge of ESD protection

Technical skills

The main skill of a TS field engineer is the continued commitment to deliver the best service solution for our customers and patients and doing this in an efficient and cost-effective way.

Perform phone assistance to patients or customers where needed

DIMENSION OF THE FUNCTION

Scope of the function

- Site
- Country
- European
- Global

ORGANISATION

[See Workday](#)

SIGNATURES AND DATE

Incumbent:

Name: _____

Signature : _____

Date: _____

Line Management:

Name: Anna Hojczak _____

Signature : _____

Date: _____