

D.Med Healthcare is a global medical service and product provider with focus on renal and diabetes care. As an exceptionally dynamic company, we are continuously endeavoring to tap into new markets and related business fields. With more than 1,000 employees and a growing platform of operations in more than 30 countries we reach out to the world teaming up with local partners and stakeholders to create value for local health systems. Over 4,000 patients from different countries in Europe, Asia and Africa receive renal replacement treatments in our clinics enjoying state-of-the-art medical quality and devoted care.



As part of our latest expansion we are looking for a dynamic

Technical Service Engineer Gauteng, South Africa (m/f)

Your role:

- To provide technical service support for D.Med Technical services, customers in the territory of South Africa in line with agreed service levels. This includes commissioning, repair and planned maintenance of all devices supplied by the company.
- To achieve quarterly and annual service targets, and provide feedback to Technical Services Manager.
- To control and monitor spare parts stock levels carried on your car.
- To implement policies, procedures and standards in line with the company's service levels.
- To ensure all field test equipment issued to you is maintained and calibrated to current standards.
- To plan and schedule field service work along with the Technical Services Manager to meet the company contractual obligations.
- To maintain accurate device records on the company Technical Service Database and on any other format as required.
- Provide technical cover during the evaluation, and use of, dialysis equipment in support of tender offers. Working with D.Med Technical Services Nurse Specialists and Sales team to maintain an excellent standard of customer support.
- Feedback information from the field regarding sales activity, competitor activity and potential customer details to the South African team.
- Supply cover and support for colleagues nationwide when required. Also some international support may be required from time to time.
- Achieve and maintain an excellent standard of product knowledge for both our own and competitor product ranges.
- To maintain personal professional development and attend training as and when required, this may require some international travel.
- Promote a positive and professional company image to our customers and potential customers at all times.
- Helping to develop strong professional relationships with key customer decision makers and influencers.
- Be available for technical phone support during working hours, and on an out of hour's rota basis. Site visits may be required out of hours if the work cannot be completed during normal working hours.
- Apply a flexible approach to out of hours working, travel and overnight stays to meet company objectives.
- Reports to Technical Service Manager South Africa

Your profile:

- Higher National Diploma in Clinical Engineering or Higher National diploma in electronics with a clinical background.
- Minimum 2yrs experience as an In-house Engineer or Field Technician - Previous experience in a similar industry would be preferable.
- English language skills, Microsoft Windows/Office, Experience in field service and /or Hospital environment, Nephrology, Clean Driving license.
- Friendly, Independent person, Social competence, Team player, Communication skills

What to expect:

Participation in the further development of our expanding company, challenging and diverse tasks in an international environment - and the chance to make a difference.

Do you see this job offer as a personal challenge and are you ready to compete together with us in the global arena? Then convince us with your application, including your salary expectations and your earliest possible starting date, by contacting Fila Kapp (fila.kapp@dmedhealthcare.com). We are looking forward to meeting you!

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Personally & Professionally
WE SERVE

