

Customer Service Engineer

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Company: Siemens Healthcare Limited

Location: United Kingdom

Category: office-and-administrative-support

Join us in pioneering breakthroughs in healthcare. For everyone. Everywhere. Sustainably.

Our inspiring and caring environment forms a global community that celebrates diversity and individuality. We encourage you to step beyond your comfort zone, offering resources and flexibility to foster your professional and personal growth, all while valuing your unique contributions.

**Customer Service Engineer - Imaging Equipment - Field based
(Hertfordshire/Bedfordshire & surrounding areas)**

Competitive base salary + company car + bonus + overtime (£45,000 OTE - Year 1)

Siemens Healthineers is recruiting for a Customer Service Engineer to install, troubleshoot, repair, and maintain to a high standard; a range of state-of-the-art medical imaging equipment and address customer needs promptly and professionally. This is a field role with considerable independence travelling to and working at customer sites. The role is primarily weekdays, with 12 weekend days rotated over a 12-month period.

What are my responsibilities?

You will work in cooperation with the Customer Care Centre to carry out service, maintenance, updates and installation of Siemens Healthineers products within your designated product range and assist under supervision with other products.

Ensure material parts are processed in accordance with policy

Maintain all test equipment, tools and company property in good and working order

Escalate as appropriate situations where customer satisfaction is compromised, or contractual obligations are unlikely to be met

Maintain good communications and team working with all Managers and Colleagues

Understand and comply with Siemens Healthineers work instructions, quality policy, codes of conduct policies and regulatory requirements at all times

Identify any opportunities to improve efficiency and effectiveness of team processes.

Complete personal administration and company mandatory training in a timely and accurate manner

When applicable provide out of hours technical service support and complete individual mandatory weekend working provision

Attend product training courses in Europe and USA in order to build competence in providing technical assistance and support to customers

Work as part of a multidisciplinary team within customer services to ensure our company values are achieved

What do I need to qualify for this job?

HNC/HND in an Electronics, Engineering, or field

Ideally you will have previous field service experience where you have undertaken fault finding on electronic or medical equipment. You will also be required to have strong IT, Microsoft Office and Networking Infrastructure skills

Your customer facing skills will be invaluable, as you will be required to interface with customers and staff at all levels within Siemens Healthineers, third parties, contractors, sub-contractors and suppliers and must quickly gain the respect of others, both colleagues and customers at all levels

You must hold a full UK driving license

Additional Information:

Area covered is largely but not exclusively **Hertfordshire, Bedfordshire & surround area.**

A flexible approach to travel

Essential training will be required in our European and USA training centres.

Candidates can expect to spend on average 4 hours travelling each day

A mentoring training program will be assigned to you to assist your journey and development.

Within this program you will be mentored within the field by an experienced and qualified peer and supported by your regional Customer Service Manager throughout the process

Being part of our team:

Siemens Healthineers is a leading medical technology company with an over 170-year legacy of first-to-market technologies and product innovations. Passionately driven by empowering healthcare providers to better help their patients. Our technologies touch an estimated 5 million patients globally every day. Therefore, we are committed to helping our healthcare partners to succeed and work in the areas of diagnostic and therapeutic imaging, laboratory diagnostics and molecular medicine as well as leading the way in innovation of digital health and enterprise services.

Our Benefits:

Generous pension contribution

Company vehicle

26 days holiday + bank holidays

Bonus and share scheme

Access to our flexible benefits from private medical insurance to financial guidance

Corporate Social Responsibility opportunities including 2 paid volunteering days per year

Support from our 24/7 employee assistance programme

Access to career development via apprenticeship levy to achieve external qualifications

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