

United Kingdom Jobs Expertini®

Technical Service Specialist- Wolverhampton and Birmingham

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Company: Abbott

Location: United Kingdom

Category: other-general

About Abbott

Diagnostic testing is a compass, providing information that helps in the prevention, diagnosis and treatment of a range of health conditions. Abbott's life-changing tests and diagnostic tools give you accurate, timely information to better manage your health. We're empowering smarter medical and economic decision making to help transform the way people manage their health at all stages of life. Every day, more than 10 million tests are run on Abbott's diagnostics instruments, providing lab results for millions of people.

Abbott is a global leader in in vitro diagnostics and offers a broad range of innovative instrument systems and tests for hospitals, reference labs, blood banks and clinics. Our products offer automation, convenience, cost-effectiveness and flexibility. Abbott has helped transform the practice of medical diagnosis from an art to a science, helping to create the diagnostics industry through the company's commitment to improving patient care and lowering overall costs.

Our technical service team is currently recruiting for a **Technical Service Specialist** to support Wolverhampton and Birmingham

WHAT YOU'LL DO

The Technical Service Specialist is responsible for providing support to our customer base, you will be responsible for handling installations and deinstallations, repairs, instrument hardware or software upgrades and providing basic training to customers and Abbott Ambassadors.

Schedule and perform planned maintenance (PM) activities

Perform new customers and laboratory site inspections for new contract / tender preparations and design for new installations

Conduct / assist with installation of instruments, AbbottLink, and automation and deinstallations

Perform IQOQ (Installation Qualification Operation Qualification) procedures during and after installation

Assist with customer business reviews

Schedule, perform and document hardware and software updates (TSBs)

Deliver basic customer operator introductory trainings post install or post hardware or software upgrade

Perform basic technical coaching and training to other Technical Service Specialists

EDUCATION AND EXPERIENCE YOU'LL BRING

Required

Bachelors degree or equivalent experience required. Bachelors / Engineering degree in medical / electrical / mechanical or medical technology is preferred.

Proven track record in a similar position, supported by management and customer references

Successful engagement with customers, specifically key stakeholders and lab staff.

Excellent product and industry knowledge

Excellent experience and process skills of the business functions service delivery.

Excellent communication skills

Ability to identify and drive resolution of issues

Technical expert for product line responsibility

Coaching and training skills

Excellent experience in use of analytical tools and software

WHAT WE OFFER

At Abbott, you can have a good job that can grow into a great career.

As you'd expect from a global healthcare company, we offer a fantastic range of benefits including competitive salaries, a superb defined contribution pension scheme, private healthcare, life assurance and a flexible benefits scheme.

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