



## Job description

|                      |                            |
|----------------------|----------------------------|
| <b>Role title</b>    | Ultrasound Modality Leader |
| <b>Grade</b>         | Modality Leader            |
| <b>Reporting to</b>  | Service Manager            |
| <b>Role duration</b> | Permanent                  |

## Purpose of the role

### Responsibilities

- Point of contact for all aspects of our business relating to Modality

### Key accountabilities

- FSE job description specification applies.
- Focal point for regional technical expertise coordination and multifunctional coordination of hard down events.
- Reach out to the FSE staff and offer assistance in the case of: - documentation and procedures knowledge, - risk assessment, - parts ID function – confirmation for parts identification.
- Coordination function: - work /scheduling coordination support (PM's, work scheduling optimization), - systems installation coordination support, - technical training planning support.
- Propose projects/programs to drive quality & productivity for the Modality in the region.
- Assisting the Service Manager/ HR in interviewing new candidates for FSE roles.
- Co-ordinate on-the-job training for junior engineers and support them in their professional growth-process.
- Focal point in case of escalation process: - analysis of high priority service events (difficult cases) with immediate reporting to management, - DOA, bad spare part documentation, - suggestions for special equipment and tools requirements.
- Execute other tasks assigned by the management in related to this position.

Quality Ref:

Owner: Technical Service Director

Date: 30/06/17



| <b>Skills</b>              | <b>Essential</b> | <b>Desirable</b> |
|----------------------------|------------------|------------------|
| Good analytical skills     | ✓                |                  |
| People management skills   | ✓                |                  |
| Good organisational skills | ✓                |                  |
| Attention to detail        | ✓                |                  |

| <b>Experience</b>               | <b>Essential</b> | <b>Desirable</b> |
|---------------------------------|------------------|------------------|
| 5-10 years experience as an FSE | ✓                |                  |

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