If interested in applying, contact Career Services

Position Locations:
Detroit, MI
Austin, TX
Evansville, IN
Kalamazoo, MI
Sacramento, CA
Pensacola, FL

Job Description

Department: Clinical Engineering Services
Reports to: Clinical Engineering Manager

Job Summary
The Biomedical Equipment Technician I (BMET I) provides clinical equipment services under the close supervision of TriMedx management. Duties include, but are not limited to, validation and inspection of clinical equipment for completeness, mechanical and electrical safety, and proper operation. The individual also performs planned maintenance inspections, calibrations, and repairs of general biomedical equipment. The BMET I assists other technicians in the troubleshooting and major repair of complex equipment. The individual demonstrates adherence to the TriMedx core values in all professional interactions by showing respect to all people, creating real value, initiating meaningful change, and exhibiting integrity.

Education and Work Experience
- Associates degree in a technical/electronics field or equivalent military training required
- 3 months experience working with biomedical equipment in a clinical engineering environment preferred
- Frequently required to reach, pull, and/or employ fine motor skills during the installation, servicing, and maintenance of medical equipment
Success Profile
Biomedical Equipment Technician I

- Frequently required to bend, crouch, kneel, climb, balance, or otherwise maneuver body while servicing and/or inspecting medical equipment
- Frequently required to operate tools/machinery that use hand and/or foot controls (drills, saws, electronic test equipment, etc.) when servicing medical equipment
- Frequently required to lift, carry, or otherwise move up to 50 lbs while working with medical equipment
- Valid drivers license required; variable travel requirements depending on primary site that may require use of personal vehicle

Responsibilities

**Technical Service – 40%**
- Perform performance assurance (PA) inspections, scheduled maintenance, electrical safety inspections (ESI), and operation verification procedures (OVP) on general biomedical equipment
- Repair, install, and calibrate general biomedical equipment
- Inform supervisors of the status of repairs, scheduled inspections, unusual equipment situations, and any customer concerns
- Work with, direct, and document the activities of subcontractors, vendors, and outside service technicians to ensure proper service delivery
- Maintain biomedical expertise through ongoing training and education
- Assist with Service Operations Special Projects as assigned

**Regulatory Compliance – 25%**
- Ensure the accuracy and integrity of the equipment database to include the inventory, performance assurance (PA) schedules, nomenclature, and service history
- Adhere to the Medical Equipment Management Plan (MEMP), including all regulatory agency compliances and other applicable policies and procedures
- Responsible for ensuring all service and documentation is complete, timely, and accurate

**Account Relationship Management – 25%**
- Build and maintain customer relationships
- Discuss equipment status and functionality with clinicians
- Adheres to the Mission, Vision, and Values of the organization(s) served.
- Provide a positive representation of TriMedx services by integrating the core values into job performance

**Inventory – 10 %**
- Perform periodic inspections of current inventory status
- Verify the completion of security analysis for new customer equipment
• Performs Incoming Inspections (II) to maintain a complete and accurate inventory of medical devices, including trial and evaluation, rental, and loaner equipment in addition to permanently assigned equipment inventory.
• Maintain the accuracy and integrity of the equipment database to include inventory, performance assurance (PA) schedules, nomenclature, and service history
• Make recommendations regarding inventory

Knowledge

• Complex computer skills including the ability to interpret error codes, defragment hard-drives, replace power supplies, and interpret computer codes required
• Ability to integrate information from a variety of sources
• Excellent interpersonal and customer service skills
• Strong written and verbal communication skills

Competencies

Business/Management Skills

Managing Work (includes Time Management)

Effectively managing one’s time and resources to ensure that work is completed efficiently.

Key Actions

• Prioritizes—Identifies more critical and less critical activities and tasks; adjusts priorities when appropriate.
• Makes preparations—Ensures that required equipment and/or materials are in appropriate locations so that own and others’ work can be done effectively.
• Schedules—Effectively allocates own time to complete work; coordinates own and others’ schedules to avoid conflicts.
• Leverages resources—Takes advantage of available resources (individuals, processes, departments, and tools) to complete work efficiently.
Success Profile

Biomedical Equipment Technician I

- **Stays focused**—Uses time effectively and prevents irrelevant issues or distractions from interfering with work completion.

**Building Customer Loyalty**

Effectively meeting customer needs; building productive customer relationships; taking responsibility for customer satisfaction and loyalty.

**Key Actions**

- **Uses Key Principles**—Establishes good interpersonal relationships by helping people feel valued, appreciated, and included in discussions (enhances self-esteem, empathizes, involves, discloses, supports).
- **Acknowledges the person**—Greets customers promptly and courteously; gives customers full attention.
- **Clarifies the current situation**—Asks questions to determine needs; listens carefully; provides appropriate information; summarizes to check understanding.
- **Meets or exceeds needs**—Acts promptly in routine situations; agrees on a clear course of action in nonroutine situations; takes opportunities to exceed expectations without making unreasonable commitments.
- **Confirms satisfaction**—Asks questions to check for satisfaction; commits to follow-through, if appropriate; thanks customer.
- **Takes the “HEAT”**—Handles upset customers by hearing the customer out, empathizing, apologizing, and taking personal responsibility for resolving customer problems/issues.

**Decision Making**

Identifying and understanding issues, problems, and opportunities; comparing data from different sources to draw conclusions; using effective approaches for choosing a course of action or developing appropriate solutions; taking action that is consistent with available facts, constraints, and probable consequences.

**Key Actions**

- **Identifies issues, problems, and opportunities**—Recognizes issues, problems, or opportunities and determines whether action is needed.
- **Gathers information**—Identifies the need for and collects information to better understand issues, problems, and opportunities.
Interprets information—Integrates information from a variety of sources; detects trends, associations, and cause-effect relationships.

Generates alternatives—Creates relevant options for addressing problems/opportunities and achieving desired outcomes.

Chooses appropriate action—Formulates clear decision criteria; evaluates options by considering implications and consequences; chooses an effective option.

Commits to action—Implements decisions or initiates action within a reasonable time.

Involves others—Includes others in the decision-making process as warranted to obtain good information, make the most appropriate decisions, and ensure buy-in and understanding of the resulting decisions.

Interpersonal Skills

Contributing to Team Success

Actively participating as a member of a team to move the team toward the completion of goals.

Key Actions

Facilitates goal accomplishment—Makes procedural or process suggestions for achieving team goals or performing team functions; provides necessary resources or helps to remove obstacles to help the team accomplish its goals.

Involves others—Listens to and fully involves others in team decisions and actions; values and uses individual differences and talents.

Informs others on team—Shares important or relevant information with the team.

Models commitment—Adheres to the team’s expectations and guidelines; fulfills team responsibilities; demonstrates personal commitment to the team.

Communication

Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
Key Actions

- **Organizes the communication**—Clarifies purpose and importance; stresses major points; follows a logical sequence.

- **Maintains audience attention**—Keeps the audience engaged through use of techniques such as analogies, illustrations, humor, an appealing style, body language, and voice inflection.

- **Adjusts to the audience**—Frames message in line with audience experience, background, and expectations; uses terms, examples, and analogies that are meaningful to the audience.

- **Ensures understanding**—Seeks input from audience; checks understanding; presents message in different ways to enhance understanding.

- **Adheres to accepted conventions**—Uses syntax, pace, volume, diction, and mechanics appropriate to the media being used.

- **Comprehends communication from others**—Attends to messages from others; correctly interprets messages and responds appropriately

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**Personal Attributes**

**Adaptability**

*Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.*

Key Actions

- **Tries to understand changes**—Actively seeks information about new work situations; strives to understand the rationale and implications for changes in work responsibilities or environment.

- **Approaches change or newness positively**—Treats change and new situations as opportunities for learning or growth; identifies the benefits of change; speaks positively about the change to others.

- **Adjusts behavior**—Quickly modifies behavior to deal effectively with changes in the work environment; tries new approaches appropriate for new or changed situations; does not persist with ineffective behaviors.
**Continuous Learning**

*Actively identifying new areas for learning; regularly creating and taking advantage of learning opportunities; using newly gained knowledge and skill on the job and learning through their application.*

**Key Actions**

- **Targets learning needs**—Seeks and uses feedback and other sources of information to identify appropriate areas for learning.
- **Seeks learning activities**—Identifies and participates in appropriate learning activities (e.g., courses, reading, self-study, coaching, experiential learning) that help fulfill learning needs.
- **Maximizes learning**—Actively participates in learning activities in a way that makes the most of the learning experience (e.g., takes notes, asks questions, critically analyzes information, keeps on-the-job application in mind, does required tasks).
- **Applies knowledge or skill**—Puts new knowledge, understanding, or skill to practical use on the job; furthers learning through trial and error.
- **Takes risks in learning**—Puts self in unfamiliar or uncomfortable situations in order to learn; asks questions at the risk of appearing foolish; takes on challenging or unfamiliar assignments.

**Technical/Professional Knowledge and Skills**

*Having achieved a satisfactory level of technical and professional skill or knowledge in position-related areas; keeping up with current developments and trends in areas of expertise.*

**Key Actions**

- Understands technical terminology and developments.
- Knows how to apply a technical skill or procedure.
- Knows when to apply a technical skill or procedure.
- Performs complex tasks in area of expertise.
Work Standards

Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.

Key Actions
- **Sets standards for excellence**—Establishes criteria and/or work procedures to achieve a high level of quality, productivity, or service.
- **Ensures high quality**—Dedicates required time and energy to assignments or tasks to ensure that no aspect of the work is neglected; works to overcome obstacles to completing tasks or assignments.
- **Takes responsibility**—Accepts responsibility for outcomes (positive or negative) of one’s work; admits mistakes and refocuses efforts when appropriate.
- **Encourages others to take responsibility**—Provides encouragement and support to others in accepting responsibility; does not accept others’ denial of responsibility without questioning

Quality Orientation

Accomplishing tasks by considering all areas involved, no matter how small; showing concern for all aspects of the job; accurately checking processes and tasks; being watchful over a period of time.

Key Actions
- **Follows procedures**—Accurately and carefully follows established procedures for completing work tasks.
- **Ensures high-quality output**—Vigilantly watches over job processes, tasks, and work products to ensure freedom from errors, omissions, or defects.
- **Takes action**—Initiates action to correct quality problems or notifies others of quality issues as appropriate