

Document Type: Form

Version number: 0

Name:	To be hired				
Job Title:	UK, EU and ME Field Service Engineer				
Reporting to:	Director of NovoTHOR Operations	Department:	Operations		
JD Drafted by:	Sandy Saggs	Sign:		Date:	
Approved by (Manager):	Dustin Harroff	Sign:		Date:	
Approved by (HR):	Tracey Malone	Sign:		Date:	
OVERALL PURPOSE.					
Based at THOR's Head Office in Amersham, this role supports the NovoTHOR Operations team by performing product installations, maintenance and repairs of NovoTHOR devices across the UK, EU and other international regions. The position focuses on delivering exceptional customer support through on-site visits, phone, and email, ensuring a seamless experience for clients. Operating within the Quality Management System, you will log and track complaints, assist with root cause analysis, and drive timely resolutions to support continuous product improvement. The role involves extensive travel within the UK, EU, Middle East, and other global locations. When time allows, you will also contribute to on-site activities, including production and stock control of handheld devices.					
EDUCATION / EXPERIENCE / SKILLS.					
Education Required:	A level Maths and English Skills: • Strong mechanical/electrical diagnostic ability • Proficiency in reading engineering drawings and SOPs • Familiarity with Quality Management Systems – ie root-cause analysis, CAPA, and quality auditing • Experience with IEC 60601, ISO 13485, and FDA 21 CFR 820 • ERP experience • Excellent communication, documentation, and teamwork skills				
Education Preferred:	HND in Engineering or above				

Document Type: Form

Version number: 0

Years of Related Experience:	5+ years experience in the Medical Device or equivalent industry
REQUIREMENTS.	
• Able to work independently, perform and manage multiple activities relating to medical device manufacturing and servicing under general direction. • Ability to work in a team setting within a matrix management structure. • Able to follow technical and procedural documentation in line with the requirements of THOR's Quality, Regulatory Management system and applicable standards relating to the activities of THOR's business and legal requirements. • Able to commit to and comply with GMP, GDP, FDA 820, ISO 13485 and H&S requirements as directed by the requirements of the THOR Quality Management System and associated processes and procedures. • Participate in internal and external audits as required. • Able to record, complete and maintain documentation and electronic records with a high level of accuracy and attention to detail. • Able to identify and contribute to Non-Conformities and CAPA activities as required, within the THOR Quality Management System. • Able to read and interpret technical drawings (e.g. mechanical, wiring diagrams etc.) • Working knowledge of mechanical and power hand tools (e.g., torque wrench/driver, drill, wire stripper/crimper). • Strong electrical diagnostics, discharge (ESD) and troubleshooting knowledge including use of electrical test equipment and safety equipment. • Able to work with infrared/laser radiation output sources with proper PPE • Physical capability to lift up to 25 kgs and handle equipment safely • Willingness to embody THOR's values and culture	
KEY RESPONSIBILITIES.	
NovoTHOR Field and Customer Support • Travel to customer sites as required to troubleshoot, perform repairs (both warranty and non-warranty) or upgrades to specification, documenting findings and communicating outcomes using the correct processes for trend analysis. • Investigate customer complaints and field-performance issues using structured problem-solving methods to determine root cause and implement corrective actions. • Provide feedback on recurring field issues, and collaborate with engineering teams to implement durable corrective measures, and monitor effectiveness.	

Document Type: Form

Version number: 0

- Timely and accurate submittal of administrative duties including but not limited to; work orders, field service forms, expense reports and timesheets.
- Provide field feedback both from the customer and your experience for new product development projects.
- Work with Manufacturing and Design Teams to identify opportunities for re-design or design of equipment, tools, and fixtures to improve manufacturing processes, and reduce risk and scrap.
- Comply with Quality, GMP, ISO and safety regulations at all time.
- Perform additional duties as needed and/or assigned by supervisor/manager.

Head Office – Production Team

- Assemble components accurately, thoroughly and quickly to approved specifications
- Production of tested, excellent quality assemblies for use as finished goods
- To be proficient in the testing, manufacture and repair of Company products
- Assist with stock cycle counts and picking of components for assembly
- Conserve resources and supplies to facilitate minimum waste
- Assist with the day-to-day smooth running of the manufacturing production department
- Report on issues, malfunctions or defective parts
- Assist in the design and development of products as required
- Attend team meetings to discuss manufacturing issues and suggestions for improvement

Employee Name:		Sign:		Date:	
Line Manager:		Sign:		Date:	