

## Field service technician

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Company: Integra LifeSciences

Location: Melbourne

Category: Other-General

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\*\* Integra LifeSciences, a world leader in medical technology, is dedicated to limiting uncertainty for surgeons, so they can concentrate on providing the best patient care. Integra offers innovative solutions in orthopedic extremity surgery, neurosurgery, reconstructive and general surgery, and regenerative wound care.

Founded in 1989 Integra is headquartered in Plainsboro, New Jersey and has more than 4,000 employees worldwide. Integra's common stock is listed on The NASDAQ Stock Market under the symbol "IART.

” RESPONSIBILITIES\*\*Responsibilities\*\* \*\*PRIMARY PURPOSE\*\*Perform high quality inspections, maintenance, and repairs at customer sites throughout Australia and New Zealand to achieve a high level of internal and external customer satisfaction. \*\*KEY

RESPONSIBILITIES AND DUTIES\*\*+ Routinely travel to customer sites to complete repair and preventative services+ Complete all work to the applicable quality standard and within required timeframes + Ensure effective fault tracking is documented on all products repaired + Maintain proper and accurate inventory system of repair parts for internal consumption, including maintaining accurate inventory at all times + Communicate effectively with customers, colleagues, and management to ensure delivery of customer satisfaction +

Provide technical service and support to internal and external customers.

+ Maintain collaborative relationships with key internal and external stakeholders +  
Comply with all company quality standards, procedures, and health & safety requirements +  
Ensure all documentation is accurate, complete, and quality system compliant + Assist with  
the development & delivery of technical training as required.+ Provide feedback for process or  
quality enhancements to ensure continuous quality improvement+ Perform other related  
duties as assigned or required

**QUALIFICATIONS**What are we looking for? **\*\*Qualifications\*\***  
**\*\*POSITION COMPETENCIES, EXPERIENCE AND QUALIFICATIONS\*\***+ Previous  
experience (3+ years) in field service or manufacturing of Medical Devices or similar electro-  
mechanical devices.

+ Recognized qualification in electrical engineering, electronics technology, or a closely related  
field + A sound understanding of engineering principles including electronic and/or mechanical  
systems. + Proficient computer literacy (Microsoft products); ERP system experience  
preferred.

+ Exceptional customer service orientation. + Highly developed interpersonal and  
communication skills.

+ High level of experience with working autonomously within a very small team environment.  
+ Proven ability to take accountability for the quality and timeliness of their work outputs.

+ Demonstrated ability to establish and maintain effective working relationship with co-  
workers, customers, and other stakeholders. + High level of proactive problem-solving skills  
and strong analytical ability.

+ Demonstrated ability to maintain an excellent level of reporting, documentation, and  
organisation. + Valid Driver's Licence and passport are required.

**\*\*OUR PRODUCTS\*\*** We are proud of our 25 year heritage as a leader in regenerative  
medicine. Today, our scientific innovation and diverse product portfolio continue to help  
patients and surgeons around the world.

**\*\*OUR CULTURE\*\*** We have an entrepreneurial, small company feel, yet deliver big company results. Your ideas – big and small – are welcome here.

We embrace change and reward our people who are committed to making Integra a stronger company. **\*\*OUR VALUES\*\*** We believe how we do things is as important as what we do.

Our Values guide how we work and how we act towards our customers, patients and each other every day. We value Our People, Integrity, Excellence, Embracing Change, Decisiveness and Teamwork.

Integra LifeSciences is an equal opportunity employer, and is committed to providing equal employment opportunities to all qualified applicants and employees regardless of race, marital status, color, religion, sex, age, national origin, sexual orientation, physical or mental disability, or protected veteran status. This site is governed solely by applicable U.

S. laws and governmental regulations.

If you'd like more information on your rights under the law, please see the following notices: **\*\*EEO Is the Law** ([https://www.eeoc.](https://www.eeoc.gov/laws/index.cfm)

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[cfm](https://www.eeoc.gov/eeoc/publications/ada_veterans_employers.cfm))\*\* Integra LifeSciences is committed to provide qualified applicants and employees who are disabled veterans or individuals with disabilities with needed reasonable accommodations in accordance with the **\*\*ADA** ([https://www.eeoc.](https://www.eeoc.gov/eeoc/publications/fs-ada.cfm)

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