

Médecins Sans Frontières (MSF) is an international humanitarian aid organization that provides assistance in more than 60 countries to populations in distress, to victims of natural or manmade disasters and to victims of armed conflicts, without discrimination and irrespective of origin, religion, creed or political affiliation. To develop this work, the Operational Center of Brussels is looking for a:

Medical Equipment Referent (m/f/x)

10/08/2020

CONTEXT

The **Medical Equipment Referent** is part of the Biomed Service Unit (BSU). The BSU is hosted by the Logistics (Log) Department. The Log Department's mission is to provide the logisticians in the project, access to resources (information, knowledge, technical support) and professional developments (learning, etc.) for them to be able to carry out their mission.

Due to the strong multi-department (Medical + Log + Supply) dimension attached to this Biomed domain, accompanying the life cycle of the medical equipment (the selection, installation, maintenance, safe use and management, including the waste management and safe disposal):

- The BSU governance is overseen by the Medical, Supply and Log directorate
- The BSU operational priorities are given by a steering committee composed of 1 Medical Officer + 1 Log Cell + 1 Supply Chain Officer of the operations department.
- The BSU Project Coordinator coordinates BSU activities and information's with the Log /Supply and Medical support units relevant contacts.

The Biomed services are articulated around 6 pillars of activities to ensure quality of care, continuity of service and cost containment:

1. Policies & ways of working
2. Specialized Biomed pool recruitment & development
3. Technical support services to the field
4. Sourcing, Procurement & After-sales services
5. Supplier network building
6. Communication & reporting

JOB PROFILE

Technical and After-Sales Support for Medical Equipment

- Technical 1st (Basic) & 2nd (Complex) line support (through the Biomed Help Desk) to MSF Missions where Regional Biomed is not present or absent.
- Technical support to Regional Biomed (through the Biomed Help Desk) in case of technical escalation.
- Technical support to the field and Headquarter for MSF Biomed projects and complex setups.
- After-Sales support (through the Biomed Help Desk) by liaising between field requests and medical equipment suppliers.
- Support to local and regional procurement, for medical equipment and spare parts, when Regional Biomed is not present or absent.

Biomed Knowledge Management and Field Harmonization

- Document relevant technical issues and resolutions in Sherlog (online collaborative platform composed of a knowledge base and a community section).. If needed, produce or update processes/guidelines/Policies/tools accordingly.
- Produce / Update guidance documents, technical protocols, Biomed tools and training modules for the management and maintenance of medical equipment and spare parts.
- Ensure that knowledge is shared with the Medical + Log + Supply communities through existing/forthcoming platforms and means.
- Encourage Biomed field experiences and community of practice in Sherlog in order to maintain continuous interaction with the field, ongoing learning and sense of Biomed belonging.
- Ensure that the Biomed documents and tools used by the field for medical equipment and spare parts are harmonized, in the different MSF Missions and between regions.

- Liaise with other Operational Centres (OCs) and Working Groups in order to share / exchange / adopt / improve existing methods / guidelines and templates

Training

- Provide training & skill development face to face (as in Espace Bruno Corbé, MSF's training and innovation centre) and also remotely.
- Ensure supplier training for the maintenance of specific and critical medical equipment is organized and followed (Matachana for the Mobile Unit Surgical Trailers Must2, ...). Capitalize supplier training accordingly.

ARO process, Field Visits and Back-ups

- Support the field and Med/Log/Supply departments during the Annual Review of Operations (ARO) process with planning and budgeting for medical equipment and spare parts.
- Available for field deployment on technical and/or emergency assignments, as needed.
- Back-up to other BSU members, as required.

CANDIDATE PROFILE

Personal profile

- Biomedical Engineer or relevant experience as Service Engineer for diverse medical equipment.
- Biomed experience in hospitals with significant clinical knowledge.
- Field experience in developing countries (with MSF is an asset).
- Good oral and written communication in English and French (any additional language is an asset)

Transversal Skills

- Good analytical skills
- Able to plan his/her work
- Result, quality & service oriented
- Good Teamwork and cooperation capacity / Excellent team player
- Proactive and willing to propose innovative ideas and solutions rapidly

CONDITIONS

- 24 months contract – full-time – based in Brussels (but with frequent travel to the field)
- Hospitalization insurance – Supplementary pension – Reimbursement of 100 % public transport costs
- **Start date: September 2020**

Deadline for applications: August 31, 2020

Application (CV + cover letter) to be sent to Recruit-HQ-SC@brussels.msf.org with “**Medical Equipment Referent**” in the subject.

Please name your application documents (CV and cover letter) with your LAST NAME. **Only shortlisted candidates will be contacted.**

The protection of your personal data is important to MSF. By submitting your application, you consent to MSF using your personal data. [For more information, consult our privacy notice to job applicants.](#)