

Job Description

JOB TITLE	TECHNICAL OPERATIONS LEAD
Objectives	As Tanzania Technical Operations Lead at FREO2, you will oversee the implementation, operation and maintenance of our oxygen systems across various health facilities. This managerial role requires a blend of technical expertise, people management and project management skills to ensure our team is co-ordinate and focussed on strategic deliverables, managing projects and on-going operations so as to complete on time, within scope, and to the highest standards. Additionally, development of policies and procedures is required for application to FREO2 Tanzania.
Reporting To	Acting East Africa Director
Location	Arusha, Tanzania
Working Relationships	In-country and global teams with approximately 3 direct reports.
Key Responsibilities	Technical Leadership: - Oversee FREO2's maintenance programs, processes, and procedures at partner health facilities, ensuring manufacturer's instructions are followed for inspection, testing, and servicing. - Establish and maintain an inventory of FREO2 equipment at both health facilities and FREO2 Tanzania Head Quarters to track assets and manage procurement. - Complete maintenance and servicing of equipment both in the field at at FREO2 Tanzania Head Quarters. - Lead Quality assurance of systems and installations to meet standards and quality of oxygen delivery required. - Ensure continuous online monitoring of FREO2 systems and respond to operational issues. - Support the global product development team to develop solutions, test new technology, and provide user feedback Project Management: - Manage operational or implementation logistics - project timelines, budgets, and resources. - Oversee the setup of FREO2 hubs in relevant locations, including warehousing and servicing facilities. - Support development of operational procedures which can be used across teams to contribute to delivery of installations and sites support. - Plan and oversee the periodic assessments at partner facilities to evaluate oxygen needs, enabling environment, staff, training levels, and system performance. - Provide regular operational updates including maintenance and activity reporting, and financial reconciliation. - Manage communication planning, to ensure stakeholders and partners have a clear understanding of expectations, timelines and dependencies. - Implement proactive support and monitoring to identify potential risks and mitigate appropriately Training & Development: - Train technical teams, clinicians and users on the proper use and maintenance of FREO2 oxygen equipment through demonstrations, videos, and user guides. Including new-installation and refresher training. - and, Support development of strategy in Tanzania for facility uplift activities in alignment with global strategy, including facilitate Quality of Care activities.

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	Periodically evaluate training needs at partner health facilities and make recommendations for improvements.
	Team Management: - Provide leadership and support to the technical team, prioritising and supervising activities and encouraging professional development. - Support team members with operational requirements - Ensure compliance with all legislative requirements, policies, and procedures.
	Stakeholder Engagement: - Develop and maintain relationships with partner health facilities, suppliers, and contractors. - Communicate effectively with internal and external stakeholders to facilitate project success. - Represent FREO2 in technical presentations and collaborate with industry bodies.
	Documentation & Reporting: - Maintain detailed records of service activities and equipment inventory. - Provide timely reports on project progress, equipment performance, maintenance activities, and operational financials. - Support development and adaptations of user guides and training materials for equipment operation and maintenance in Tanzania. - Ensure security of inventory and equipment.
	Culture and Governance: - Ensure policies and management systems are in place for effective and transparent work. - Maintain compliance with legal requirements and relevant legislation. - Nurture a culture of high performance and collaboration. - Promote a team-oriented work ethic based on service excellence principles through hiring, counselling, and evaluating staff in alignment with those principles. - Promote a continuous quality improvement philosophy.
	Monitoring and Review - Contribute to leadership and board reports including outputs and outcomes in line with your key responsibilities and the organisation's strategic plan goals. - Drive continuous improvement of the organisation by encouraging new ideas and honest feedback channels.
	Continuous Improvement - In collaboration with the leadership team, implement agreed on improvements and modifications to FREO2's programs and activities. - Always seek to develop creative and innovative ideas to improve technical operations of FREO2's programs. - Strive to be a supportive, understanding, and empowering leader. Ensure best and current practices are met when engaging with teamwork. Create opportunities for all technical teams to collaborate and leverage knowledge and lessons across different countries. - Consistently support the values, vision, mission, and strategic goals of FREO2. - Perform any other duties as assigned by the Technical Operations Lead and CEO.
Qualifications, Skills & Attributes	- Bachelor's or advanced degree in Degree in Biomedical Engineering, Mechanical Engineering, or a related field. 5 years of professional experience in maintaining medical equipment. - Proven project management experience, preferably in a healthcare setting.

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	• Experience in training and leading technical teams and proficiency with a variety of testing and repair tools. • Strong understanding of medical device regulations and standards. • Strong problem-solving, analytical, and quantitative skills. • Excellent systems thinking and process-driven mindset. • Proven ability empowering technical and operations teams to collaborate and communicate. • Exceptional communication skills, including presentation and documentation proficiency. • Entrepreneurial mindset with the ability to work independently in a fast-paced environment. • Strategic thinking and strong budgeting and financial analysis skills.
Other Relevant Information	• Frequent travel throughout East Africa to project sites and beyond is required, sometimes at short notice. Some of these sites are situated in very remote areas. (A valid up- to-date passport is required). • A valid driver's license is an advantage. • Availability is required for frequent out of hours meetings to accommodate a global team. • For hours of work refer to your Contract of Employment.
Date & Signature	I acknowledge receiving this job description on Signature: