

Position Title: Biomedical Service Engineer (01)– Kampala, Uganda

Program Summary

Alpha Biomedical Research and Innovation Network (A-BRAIN) is expanding its technical support and innovation activities in Uganda to meet the growing needs of the health sector. In response to increasing demand for high-quality diagnostic imaging and biomedical services, A-BRAIN is establishing a specialized unit dedicated to ensuring sustainable use of advanced diagnostic systems, strengthening local capacity, and supporting the Ministry of Health/National TB & Leprosy Program (MoH/NTLP) and other key stakeholders in maintaining a reliable diagnostic infrastructure across the country.

The goal is to strengthen Uganda’s diagnostic ecosystem by ensuring a sustainable installed base of portable X-rays, mobile clinics, and computer aided diagnostic software, while also building local capacity in biomedical engineering and health technology management.

General Position Summary

The Biomedical Service Engineer will play a central role in ensuring that health facilities and mobile units across Uganda can effectively use and maintain modern diagnostic technologies. The position involves installation, preventive and corrective maintenance, user training, and technical support. In addition, the Engineer will work closely with biomedical teams at hospitals, as well as government and project stakeholders, to strengthen service delivery and build local capacity in biomedical engineering and health technology management.

Who we are Looking For:

We are looking for a customer-oriented and skilled Service Engineer to join our team at A-BRAIN, supporting a large installed base of medical imaging systems under the Ministry of Health in Uganda.

The role involves installing, maintaining, and repairing medical equipment such as portable X-ray systems, stationary X-ray systems, mobile X-ray clinics and related artificial intelligence software (with supporting hardware). The installed base in question currently covers X-ray systems and clinics, as well as artificial intelligence installations.

You will ensure devices meet safety standards, carry out preventive maintenance, troubleshoot faults, and provide training and technical support to local partners and customers. The position requires strong technical expertise, problem-solving ability, and flexibility to travel to hospitals, clinics and remote health facilities across the country.

Responsibilities

- Install, configure, and commission equipment and related IT infrastructure.
- Perform routine inspections and preventive maintenance to improve equipment reliability.
- Provide onsite and remote technical support to end-users.
- Diagnose technical faults and perform corrective repairs promptly.
- Provide technical support and training to hospital engineers, MoH personnel, and other stakeholders.
- Maintain logs, service records, and complete technical service reports.

- Manage and monitor spare parts inventory; ensure timely ordering availability.
- Assist in developing and updating maintenance manuals and technical documentation.
- Ensure compliance with safety protocols and quality standards.
- Support improvements in maintenance processes and operational efficiency.
- Contribute to capacity building by mentoring local teams and supporting knowledge transfer.

Educational background and skills

- Bachelor's degree in Biomedical Engineering, Electrical, Mechanical, Industrial, Electronics, Computer Engineering, or related discipline.
- Relevant diploma (e.g., in Hardware & Networking) is a plus.
- Minimum of 2–3 years relevant experience in maintenance, service engineering, or field service roles.
- Proficient in troubleshooting electrical/mechanical systems and diagnostic equipment.
- Strong organizational, analytical, and documentation skills.
- Excellent communication and interpersonal skills; ability to train and liaise effectively.
- Customer-oriented personality with a proactive attitude
- Ability to handle physical demands, work under pressure, and adapt to irregular schedules.
- Willingness to travel to client sites as required.
- High level of personal integrity, reliability, and ability to work independently.
- Experience working with MoH/NTLP or donor-funded projects is an added advantage.
- A valid driver's license is an asset.

How to Apply

Interested and qualified applicants should submit their applications in one PDF file including; CV, Academic documents and a Cover letter, clearly indicating the position applied for in the subject line.

Applications should be addressed to:

The Program Director, A-BRAIN / DIU Initiative

P.O. Box 176203, Kampala, Uganda

Email: careers@abrain.info

***Note:** Applications will be reviewed on a rolling basis and the vacancy will be closed once a suitable candidate has been identified.*