# Medis
## MEDICAL IMAGING

**Job Description**

**Product Support Specialist**

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## Aim of the Role

The primary responsibility of the Product Support Specialist is to provide best-in-class product and clinical training and education to current and new customers, as well as Medis employees and channel partners. The Product Support Specialist will do the installation of the software in the clinical environment, working together with hospital IT-department, commercial partners and clinical users.

The Product Support Specialist will be a member of the Medis commercial organization, reporting to the Commercial Leader in Japan. He/she will work closely with Medis' Sales Managers and/or Channel Partners and Commercial Operations. The Product Support Specialist will support the sales team with expert product demonstrations and clinical insights during the entire sales cycle and assume key responsibility for product training and overall customer launch following the successful sales close.

## Key Responsibilities as Product Support Specialist

The Product Support Specialist is a key member of the Medis field team that works closely with physicians and our internal staff to ensure successful outcomes for our patients.

- Providing extensive product training and support to interventional/non-invasive cardiologists/radiologists, technicians, physicians and distributors
- Implementing training programs and developing supporting materials to effectively introduce new customers to Medis products
- Gathering market intelligence, customer needs and future product requirements and communicating these insights to Medis Sales, Marketing, and Product Management organizations.
- Recording and reporting field observations and/or customer complaints associated with Medis products and services
- Communicating with IT, software users and vendors about the setup and implementation of solutions
- Realization of software configurations and installations at customer's sites
- Delivering product demonstrations online, at congresses and on-site at hospitals
- Establishing and managing customer relationships
- Identifying potential sales opportunities
- Supporting educational partnerships with key-opinion leaders and training centres
- Acquiring expertise in Medis products and their clinical application while staying current with the clinical evidence supporting their use and with developments in the cardiac imaging field

## Education and Experience

- Bachelor's or Master's degree in a (bio)medical imaging or Radiological Technologist.
- Familiar with the health care market (hospitals, clinics, radiology and imaging centres).
- Experience in training, installation and network environments in a medical, healthcare or technical field (e.g. biomedical engineering, medical physics, radiology or imaging centres) is a plus.
- Ability to interface with both internal team members and external customers as part of solution-based sales approach.
- Knowledge of healthcare trends, industry standards and successful strategies for hospitals.
- Ability to design, lead and execute customer and employee clinical training projects.
- Specific clinical requirements based on Medis products.

## Personal Skills and Competences

- Excellent communication, presentation, interpersonal and problem-solving skills with the ability to handle complaints, settle disputes, and resolve conflict.
- Ability to perform all communications tasks, written and verbal, in Japanese and English
- Professional and confident in speaking to small and medium-sized groups.
- Ability to energize, develop and build rapport at all levels within an organization.
- Ability to work both within a team and independently.
- Customer-oriented, representative, and responsible.
- Attentive to detail, committed and persevering.
- Ability to manage multiple tasks to completion.
- Flexible, with a hands-on and pro-active mentality.
- Outstanding problem-solving skills and strong organizational skills.
- Willing to travel frequently, travel up to 30-50%.
- Experience with Microsoft Office, Salesforce CRM, and basic network knowledge is a plus.