

Product Support Specialist Ultrasound

Who are we?

At Medis we believe in empowering medical professionals with our innovative analytical solutions. For more than 30 years cardiologists, radiologists, researchers and industry partners worldwide rely on Medis post-processing software, resulting in customers in more than 40 countries. Our team of professionals take great pride in providing innovative cardiovascular imaging solutions that supports our customers' diagnoses and treatment options.

We provide medical professionals with worldwide support, so that together we can improve patient's quality of care.

Our headquarters is in Leiden, but over the years we have established subsidiaries and branch offices in the USA, Japan, United Kingdom, as well as distributors and local agents in multiple countries.

What will your role be?

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 and clinical users. This is a high-profile position where customers will expect to be supported and trained by a Medis expert who can work as a valued clinical resource with all levels of staff, including high profile key opinion leaders.

The Product Support Specialist will be a member of the Medis commercial organization, reporting to the CCO. 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

The profile we are looking for:

- Bachelor's or Master's degree in a (bio)medical imaging, Radiological Technologist (Medische Beeldvormende & Radiotherapeutische technieken)
- Experience with Clinical Ultrasound environments
- Familiar with the health care market (hospitals, clinics, radiology and imaging centers)
- 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 Ultrasound 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 English, and additional languages is a plus
- 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

What Medis offers you:

- An attractive compensation plan
- International, and diverse colleagues
- Personal growth and development plan
- Working for a company that makes a difference
- A stimulating work environment with highly educated professionals, working on innovative products
- A position in a field with significant growth potential and high societal relevance
- A market-conform salary including attractive secondary conditions

Application:

To apply for this position send your resume with a short motivation to **HumanResources@medisimaging.com**

We do not accept unsolicited applications from recruitment agencies