

We are looking for a

Product Support Specialist QFR

Who are we?

Medis was created in 1989 as a spin-off of the Leiden University Medical Centre (LUMC Netherlands). Our founder and current CSO, Hans Reiber, built the company focusing on X-ray and image analysis of the heart and with the mission to make these tools available to all medical researchers and specialists.

For over 30 years, Medis has been providing high quality quantitative analysis solutions for cardiovascular imaging to the medical community. Our heritage and core values are based on this strong purpose of contributing to a healthier society by providing the right tools to cardiologists, radiologists, researchers, and industry partners.

Based on the principle “to measure is to know” we support medical professionals with determining the best diagnosis and the subsequent treatment strategies for all patients. Our software creation and realization process is as simple, as it is unique: starting from a medical need that develops from concept to product. In Medis, this continuous innovation leads to new software solutions based on new ideas for the ever-changing cardiovascular imaging environment. And at the same time, we remain relevant in a social and sustainable way. At Medis, quality is key.

What will your role be?

As a part of our Installation & Support team, you will contribute to Medis’ growth Strategy which is aimed at Product Leadership. 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.

We are looking for a Product Support Specialist QFR.

The primary responsibility of the Product Support Specialist QFR 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 QFR 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 QFR 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 in selling/pre-selling and/or training/installation experience in a medical, healthcare or technical field (e.g. biomedical engineering, medical physics, radiology or imaging centres) is a plus
- Experience in the interventional cardiology field
- 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 QFR products

Personal Skills and competences:

- 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
- Excellent communication, presentation, interpersonal and problem-solving skills with the ability to handle complaints, settle disputes, and resolve conflict. (ik zou deze iets verder naar beneden plaatsen)
- 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**. **Closing date 15 April 2022**

We do not accept unsolicited applications from recruitment agencies