

## Clinical Application Specialist – West

Christie Innomed is growing, and our ambitious Vision 2020 will be delivered by all of our highly talented contributors across Canada, who demonstrate great determination, a strong customer focus and a second-to-none spirit of collaboration.

As part of our dynamic and self-motivated team, you will have the opportunity to make a significant difference in achieving this vision by playing a key role in the growth of our Medical Imaging Solutions business.

### Role Description

#### Summary

Reporting to the Manager - Clinical & Product Specialists, the incumbent is accountable to promote the development and growth of the Christie Innomed business portfolio. The primary role will be to train users on newly installed equipment and software application within the field of Diagnostic Imaging and Women's Health Imaging as well as providing application follow-up.

The Clinical Application Specialist will assist in the development of sales tools (product collaterals, product presentations, etc.), and the development and maintenance of reference and show sites.

#### Key responsibilities

##### Provide pre and post-installation clinical support to customers

- Attend introductions of new equipment on clinical locations to organise the knowledge transfer
- Fulfil a so-called "helpdesk" function by answering questions from customers about product applications
- Act as a "trouble shooter" for customers with regard to clinical problems
- Deal with complex application aspects of all the products and peripheral equipment handled by the Medical Imaging Solutions group

##### Guarantee the quality of the application within one's own Business Unit or Product Group

- Give clinical training to fellow Clinical Application Specialists and sales team in the field of his/her own specialty
- Provide technical support, when required

##### Keep up to date with developments about market trends, product innovation/product improvement

- Keep up to date with developments in the field by reading professional journals, attending scientific conferences, etc.
- Consult regularly with Product Managers, Technical Support, Director of Medical Imaging Solutions about product modifications desired by customers

##### Provide sales support to sales team

- Give commercial and clinical product demonstrations to potential customers at exhibitions, in showrooms or on customer locations

## Requirements

### Qualifications and experience

- College degree in a relevant field of study
- Registered Technologist with a provincial, accredited association
- Minimum of three (3) years in a previous Clinical Application Specialist role in a relevant diagnostic/visual image producing environment or as X-ray Technologist with experience in Women's Health Imaging (an asset)
- Extensive, up to date, clinical and operational knowledge of the X-ray products and Women's Health and their applications
- Relevant experience in supporting and training clients
- Extensive knowledge of the customers' expectations and of the market in general
- Ability to travel (regional position with national travel requires up to 75% of time, and International at ~5-10%)
- Valid passport and driver's license

### Specific requirements

- Superior interpersonal skills, with demonstrated ability to influence and build respectful partnerships, and demonstrated abilities to offer outstanding service to clients
- Demonstrated ability to work as part of a team
- Excellent judgment, autonomy, flexibility and open-mindedness
- Ability to arouse the customer's interest
- Superior verbal and written communication skills
- Excellent presentation skills
- Ability to give commercial product demonstrations and to teach clinical training courses
- Rigor and attention to detail
- Action-oriented with a strong ability to manage priorities and deliver results in a fast pace environment

***If you are interested in this challenging position, please forward your résumé to: [HumanResources@christieinnomed.com](mailto:HumanResources@christieinnomed.com) no later than November 26, 2017.***

*Each application will be considered. Please note, only those selected to be interviewed will be contacted. Christie Innomed develops, distributes, integrates and supports innovative products and solutions that improve the performance of Canadian healthcare institutions in the areas of medical imaging and information management solutions.*

*Our professionals assist hospitals and clinics to optimize their imaging technologies and to increase performance outcomes in patient screening, diagnosis and treatment management. Christie Innomed provides extensive technical and clinical support for improving workflows and managing modalities, thereby helping customers to deliver the best care possible.*

To learn more, visit our website: [www.christieinnomed.com](http://www.christieinnomed.com)



**Medical Imaging | Medical Informatics | Healthcare IT Solutions**

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