Description	
Job Title	Clinical Product Expert (Location – Japan)
Reports to Title	Manager Clinical Applications
General Accountability	Our mission is to Profoundly change the standard of care by creating a tomorrow where clinicians can confidently ablate tissue with precision; a tomorrow where patients have access to safe and effective treatment options, so they can quickly return to their daily lives. Changing the standard of care is part of our fabric. We are a group of energetic, problem-solvers focused on innovation, and looking to change the world. We are changing the paradigm for treating diseases such as prostate cancer by using real-time MR Imaging, thermal ultrasound and close-loop temperature feedback control, to gently ablate the diseased tissue with minimal side effects. If you share our values and want to work in a collaborative results focused culture and want to make a Profound impact in healthcare and your career, here is your chance. Clinical product expert for MR-guided-ultrasound-therapies who acts as a liaison and interface between the clinical, engineering and commercial teams. Manage, educate and foster strong relationships with existing and new KOL's (key opinion leaders) and/or CoE's (center of excellence) in line with the corporate strategies.
Duties and Responsibilities	1. Manage and support commercial or clinical research customer sites, including professional relationships, training, education, and patient treatments. 2. Implement and manage customer training-pathway to drive utilization 3. Sales support of the commercial teams throughout the sales process and/or implementation of post sales marketing programs and KOL development as product expert 4. Builds and maintains collaboration and network with: KOLs among our global customers particularly within the US Provides assistance with OEM imaging partners 5. Function as a clinical educator towards the Profound internal teams (e.g. commercial team) at the same time educate and inform our collaboration network and KOL's about new trends in MRI- guided continuum of care and product developments and potential research areas in line with corporate goals and strategies 6. Support clinical program(s) in close collaboration with the clinical science team and regional commercial leaders 7. Provide sound scientific and technical advice during product development 8. Assist with design, development, implementation, instructions and evaluation of device training programs 9. Host customer site visits at reference sites 10. Conduct MR testing on-site if required

	11. Troubleshoots product issues at customer sites and identifies any product usability issues 12. Communicates customer feedback to the appropriate functions in the company 13. Document complaints according to QMS processes 14. Assist engineering team during product risk assessment of user interface, usability and clinical workflow perspective 15. Represent Profound at trade shows, exhibitions and symposia 16. Monitor and assess research and clinical activities in the area of MR-guided-ultrasound-therapies and advise on trends, developments 17. Other duties as assigned
Competencies	
Education	Master's degree in related discipline an asset
Certifications	None
Key Attributes **(experience, skills and technical knowledge)**	▪ Familiarity with clinical, scientific and technical advances in the field MR-guided therapeutic procedures ▪ 5 years experience in clinical environment or medical devices industries, with specific experience and expertise in imaging technology such as MRI and therapeutic ultrasound ▪ Must have valid passport and willingness to travel extensively within region/country of key responsibility as well as internationally upon request ▪ Fluent in English for communication with the global team ▪ Ability to plan, organize & prioritize activities ▪ Strong work ethics; conducts business in a credible, honest and ethical manner; demonstrates the highest standards of personal integrity ▪ Strong team player but able to work independently ▪ Self-motivated and able to work with limited supervision ▪ Ability to build rapport quickly, as well as establish and maintain effective relationships with external and internal stakeholders