

<b>Description</b>	
<b>Job Title</b>	Clinical Application Specialist
<b>Reports to Title</b>	Corporate Education and Training Manager
<b>General Accountability</b>	The Applications Specialist is an essential part of the Clinical Support Team and as our product champion is the “face to the customer”. They will provide training to customers as well as the sales and marketing team on how to use all of the features of our products so they are comfortable using our device and software. The Application Specialist will travel extensively with travel encompassing 80% or more of their responsibilities. They are a fundamental contributor to improving the quality of our product by providing feedback to Product Specialist and Engineering.
<b>Duties and Responsibilities</b>	<ol style="list-style-type: none"> <li>1. Deliver all product training programs</li> <li>2. Conduct MR testing on-site</li> <li>3. Support patient treatment</li> <li>4. Troubleshoots product issues at customer sites and identifies any product usability issues</li> <li>5. Communicates customer feedback to Product Specialist and Engineering</li> <li>6. Document complaints according to QMS processes</li> <li>7. Support the Sales by demonstrating our products to potential customers</li> <li>8. Represent Profound at trade shows and exhibitions</li> <li>9. Installs software upgrades</li> <li>10. When required, set-up, install and test TULSA System</li> <li>11. Support IT hospital staff to test and enable connectivity in the MR suite</li> <li>12. Trouble-shoot problems for the customer</li> <li>13. Provide reports on customer visits and on an as needs be basis for service records</li> </ol>

<b>Competencies</b>	
<b>Education</b>	Bachelor of Science Degree is an asset
<b>Certifications</b>	N/A
<b>Key Attributes (experience, skills and technical knowledge)</b>	<ul style="list-style-type: none"> <li>• 5 years previous experience as an Application Specialist</li> <li>• MR and intra-operative modality experience</li> <li>• Prior experience training on medical device equipment use and applications is an asset</li> <li>• Proven presentation skills and success facilitating training and transferring knowledge</li> <li>• Experience working with software for medical device applications.</li> <li>• Knowledge of PACS, DICOM is an asset</li> <li>• Basic technical skills with an ability to do routine troubleshooting and networking</li> </ul>

	<ul style="list-style-type: none"><li>• Proven analytical and problem solving skills</li><li>• Flexibility to manage an irregular travel schedule</li><li>• Must have a valid Canadian or US passport</li><li>• Ability to work with the multidisciplinary hospital team</li><li>• Proven strength in strong customer service skills and attention to detail</li><li>• Ability to multi-task and make independent decisions while working in a fast-paced environment with multiple and changing priorities</li><li>• Proven time management skills.</li><li>• Clear and concise written and verbal communication skills are required</li><li>• Self-motivated and results oriented</li></ul>
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