



WE ARE HIRING

Clinical Application Specialist wanted!

UK-based contract: Remote workplace

ABOUT OPENRAD

OpenRad is a young company reinventing teleradiology. We are integrating the best cloud-based imaging solution into Europe's No. 1 connectivity product suite to deliver a unique remote reporting system. By combining the individual products and services of Biotronics3D and Visbion, OpenRad can fully digitalize the workflow processes within radiological diagnostic centres. Our zero-footprint, thin-client SaaS-based solutions speed up implementation, increase centre utilization, provide seamless access to all imaging, and at the same time reduce cost of ownership. We are a London- and Berlin-based company targeting customers globally.



OpenRad Services UK Ltd.
The Old Rectory
Church Street, Weybridge
Surrey, KT13 8DE

JOB SUMMARY

The Application Specialist will be responsible for providing formal technical and clinical support on the complete product line of OpenRad's subsidiary Biotronics3D. External responsibilities may include providing required pre-sale product demonstrations (or clinical trial support) as well as post-sale installation, training and customer service activities to support sales objectives. Internal responsibilities may include support of engineering, development and the service centre for continuous product improvement and case handling as well as clinical education of non-clinical staff and the creation of educational videos, manual reviews and updates, etc.

KEY RESPONSIBILITIES

- Provide technical & clinical leadership during the sales process by demonstrating the full range of product features, including potential uses, product capabilities & benefits to customers as needed
- Ensure customer success by fostering a balanced relationship that benefits both, OpenRad & Biotronics3D, and the customer with the goal of producing the highest level of customer support & satisfaction
- Develop, coordinate & deliver product training and/or educational videos to customers on software, application and/or equipment use
- Monitor customer installations to improve customer satisfaction & maintain customer relationships
- Improve customer satisfaction & socket retention through continuous relationship building & education on optimization of equipment usage
- Support trade shows & professional conferences by performing product demonstrations & promotions as well as customer training
- Use market & product knowledge to assist the sales team in developing sales, marketing & customer service strategies
- Produce well-written post-training reports & provide regular feedback on customer satisfaction & needs

Clinical Application Specialist

- Answer & resolve requests or problems received in a professional, polite & articulate manner
- Troubleshoot, investigate & report potential problems & bugs using the established reporting & tracking processes
- Investigate potential solutions to errors & provide timely follow-up with customers to ensure successful problem-solving
- Offer customers solutions for optimal functionality & usability of the application
- Log all communications, plus key internal & external information
- Contribute to product knowledge by writing or updating articles, user guides & manuals
- Help in the development & continuous improvement of the OpenRad/ Biotronics3D product line

SKILLS & EXPERIENCE

- Bachelor's Degree, majored in Medical, preferred with IT knowledge and/or (ex)-radiographer
- Approx. 4-5 years of relevant experience
- Demonstrated basic clinical proficiency at state-of-the-art products/ platforms
- Proficiency in computer skills, e.g. Microsoft Office
- Willingness to travel mainly within Europe, possibly also outside Europe (est. 30%)
- Customer service or technical support experience preferred with a customer-focused attitude
- Ability to quickly learn & adapt to new technology
- Strong & creative troubleshooting skills
- Effective communication skills, also within cross-functional teams
- Familiarity with remote monitoring, diagnostics solutions & concepts
- Strong negotiation, conflict management & customer service skills

Clinical Application Specialist

- Knowledge of state-of-the-art information systems technology, healthcare industry & trends
- Self-starter with exceptional commitment to providing superior proactive customer service
- Ability to work proactively & independently within a fast-paced environment & under pressure
- Strong understanding of diagnostic imaging & workflow solutions, including architecture design & requirements
- Strong understanding of hardware platforms, cloud architecture & virtualization
- Solid understanding of how our products fit into customers' sites from a clinical & IT perspective



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WHAT MAKES US A GREAT PLACE TO WORK?

Every employee at OpenRad has a voice, carves their own path, and uses their expertise to help co-create and add to our story. Together, we have the power to make meaningful changes to create a truly positive impact and make the world work better for everyone. We offer a chance to work in a way that aligns with your values and allows you to get involved in purposeful work.

Join us in our exciting journey, a journey that will lead not only to success but also to an industry benchmark that other companies one day will follow.

**Please send your CV or questions to:
recruitment@europe-hr-solutions.com**

We do look forward to hearing from you!

OpenRad is committed to being an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to age, ancestry, colour, family or medical care leave, gender identity or expression, genetic information, marital status, medical condition, national origin, physical or mental disability, political affiliation, protected veteran status, race, religion, sex (including pregnancy), sexual orientation, or any other characteristic protected by applicable laws, regulations and ordinances.