

## **Application Specialist (Ref: HRD-R021-09) Healthcare**

### **Responsibilities:**

The successful candidate will take the responsibility of increasing customer satisfaction and productivity by providing outstanding, high-quality application education and support to customer for high-end healthcare systems. The primary responsibilities include:

- On-site customer education of healthcare systems and application, including training, follow-ups, updates and upgrades for high-end systems and, advanced and specialist applications.
- Provide consultation and support to customer on individual workflow improvements, including adjustment of system parameters, image and signal quality troubleshooting.
- Implementation of new methods and clinical workflows at customer system to expand customer portfolio.
- Provide professional application support in processing and resolving complex customer tickets, escalations and complaints, including error diagnosis and repair, image and signal quality troubleshooting.
- Support of sale process, including field insight into customer needs, issues and know application errors, provision of troubleshooting know-how and experience, participation in the development and optimization of clinical applications.
- Assistance in the development of central application training courses and execution of specific on-site application training courses for customer groups and institutions.

### **Requirements:**

Individuals who meet the following requirements or possess the equivalent combination of competence and experience are invited to apply:

- University degree in Radiology, Engineering, Physics or equivalent disciplines
- At least 3 years of professional clinical experience with radiography background
- Work experience with Siemens systems preferable
- Intercultural experience is a plus
- Strong communication skills and customer focus
- Good coaching and mentoring skills and good team player
- Initiative, result and quality orientation