



Example of Clinical Support Specialist Job Description

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Our growing company is searching for experienced candidates for the position of clinical support specialist. We appreciate you taking the time to review the list of qualifications and to apply for the position. If you don't fill all of the qualifications, you may still be considered depending on your level of experience.

Responsibilities for clinical support specialist

- Stay current on company products instructions for use (IFU), best practices and technical troubleshooting, relevant scientific clinical literature and new product information
- Responsible for the delivery of pre-sales clinical selling (demo) & post-sales focusing on Image Quality & customer satisfaction
- Support Zone in product, clinical & workflow specification clarifications for tender/ bidding business
- Support Zone in knowledge transfer by conducting product, clinical & workflow related training
- Provide pres-sales Product, Clinical & Workflow support to Zone
- Provide post-installation support of SOMATOM users
- Conduct regular Product, Clinical & Workflow training/ update to Zone sales team
- Drive pre-sales clinical demo, reference site visit, competitions knowledge is vital part of business & reference site maintenance
- Support Zone in post-installation clinical trouble-shooting and Image Quality
- Provide comprehensive MRI application training independently to various groups and levels of staff in all environments

Qualifications for clinical support specialist

- 6+ years of relevant experience in a specialized technical discipline,

Undergraduate degree and 2-4 years relevant experience or Graduate degree and 0-2 years relevant experience

- Certified scrub nurse, professional training in a medical environment preferred
- As part of the scope of employment, the employee must hold a valid driver's license comply and meet the requirements set forth in the Authorized Driver Policy to drive on behalf of the company
- 3+ years as a clinical specialist or application support specialist
- Experience in the orthopedic implant or robotics industry preferred, but not required
- Demonstrated a high degree of technical proficiency, excellent problem solving skills, and analytical ability