

DIGITAL RADIOGRAPHY SPECIALIST

Product & field application support

2/3 of the world population have still no access to medical imaging yet...

Do you have the passion, determination and enthusiasm for being part of the solution?

Do you have the unique combination of hands-on experience and professional expertise required for this challenging position, including strong skills in medical imaging products, software, and processes?

For its Operations team, which deploys and supports *extremely robust digital medical X-ray solutions*, Pristem is looking for a highly motivated, proactive and talented radiography specialist with a good track record in customer support and training.

POSITION DESCRIPTION

The primary mission of the **Digital Radiography Specialist** is to actively contribute to the specification, development, implementation, validation and deployment of Pristem X-ray solutions, services and trainings.

For that purpose, he/she will define be in charge of the various tasks and responsibilities described below.

These responsibilities will have to be conducted in accordance with the objectives and directives defined by the COO to which this position reports, the requirements defined by the product management and marketing director, as well as strict quality and regulatory requirements under the control of the quality manager.

MAIN TASKS AND RESPONSIBILITIES

1. Product development & validation

- Lead development and validation of pedagogical content of the system (tutorials, guidelines, reference images, etc.).
- Contribute to the drawing up and validation with users of the operator manual.
- Contribute to the overall system validation process with radiographers, radiologists, and potential customers and coordinate studies on exposure parameters, image quality, usability, and workflow efficiency.
- Support engineering and marketing teams in reporting, documenting, and analyzing any suggested improvements to the system features and user interface.

2. Training (support Operations and Sales & marketing teams)

- Participate to the development of trainings for end-users and service technicians and take leadership regarding radiographers' training (develop content and methodology).
- Deploy international training sessions with Pristem sales and operations teams for distributors, partners, customers, seminars, etc. Organize and manage teaching and training sessions for end-users as well as partners which will train other users in specific regions – “train the trainers” and ensure premium quality and efficiency of all trainings.
- Support Sales & Marketing team with 1°) presentations and demos to end-users and potential customers, 2°) showcasing Pristem solutions at international fairs and exhibitions, and 3°) organizing and managing workshops with radiographers.

3. Technical support (radiography matters)

- Manage pilot site with partners/customers to set and validate system parameters and analyze system efficiency (in terms of image quality, dose management, IT integration, overall process, throughput, etc.)
- Identify and analyze customers' contexts and procedures to propose adaptation of the solution or of the processes to maximize solution efficiency
- Help Pristem accredited technician in the field and commissioning partners with all configuration, calibration or maintenance operations
- Support Operations team with any user-related issues, contribute to customer-service by preparing answers to users' questions and analyzing statistics of complaints to propose improvements to the system
- Develop trusted relationship with customers and end-users to understand their needs and communicate to Pristem team any problem or suggestion for improvement

REQUIRED SKILLS AND QUALIFICATIONS

- **Registered Technologist** (radiographer) with min. 4 years of professional experience
- Additional technical / IT / biomedical engineering training is a plus
- **Good knowledge for and keen interest for the latest radiology software solutions** (RIS, PACS, teleradiology, etc.)
- **Proven experience in end-users training and field technical support** for digital medical imaging products and services
- Excellent pedagogical skills, listening skills and adaptability with people of various backgrounds and cultures
- Strong customer focus. Strong presentation, verbal and written skills to teach and demonstrate the equipment in a professional manner and represent the company's values with the customers and stakeholders
- Proven ability to develop well-written documents, reports and presentations
- Open-minded, with high autonomy, pragmatism, and good teamwork qualities
- Proactive, persistent, result-driven and able to work under pressure in changing environments (startup)
- Able to produce high quality and reliability required for our solutions to work durably in challenging contexts
- Candidate must be able to travel internationally (Africa, Europe) to Pristem subsidiaries, partners, and customer sites.

- Languages:** English and French proficiency, German is a plus
- We offer:** A multicultural, highly dynamic and stimulating work environment
A disruptive approach combining best-in-class medical technologies with heavy-duty industrial quality
An opportunity to address a global health issue in a practical and effective manner

Equal Employment Opportunity and Non-Discrimination Pledge:

The principles of non-discrimination and equal treatment are among our core values at Pristem. They reflect our commitment to provide equal opportunity employment for all employees and applicants, to not discriminate against employees and applicants in all hiring and employment practices, and to promote diversity and inclusion in the workplace. Aiming for a Global reach, Pristem recognizes the importance of attracting, developing and retaining a body of staff which reflects the diversity of societies today. We are convinced that diversity is a strength in the workplace and that harnessing this diversity will create a productive environment in which everyone feels valued, where their talents are fully utilize, and where organizational goals are met.

We therefore welcome applications from all suitably qualified candidates, irrespective of gender, disability, marital or parental status, racial, ethnic or social origin, color, religion, belief, or sexual orientation.

- Activity Rate:** 60% to 100%
- Duration:** permanent contract
- Start Date:** as soon as possible
- Work place:** Pristem Switzerland
- How to apply:** Send email applications including motivation letter, resume and work certificates/references to careers@pristem.com
- More information:** www.pristem.com