COMPANY: Vital, A Toshiba Medical Systems Group Company
JOB TITLE: Applications Support Engineer II

COMPANY OVERVIEW:
At Vital, what we do matters. This motto is at the heart of every product we develop, every service we provide, and especially each member of our team. Vital Images, Inc. is part of Toshiba Medical Systems Corporation, and together we lead the industry with the latest health imaging informatics solutions. We experience the best of both worlds with a fast paced and collaborative environment, casual culture, and agility of a mid-sized company, while having the support and resources of Toshiba.

We value our team’s innovation, enthusiasm, and dedication to help improve the lives of patients. Join a team of passionate people who believe what we do matters.

POSITION OVERVIEW:
The Application Support Engineer (ASE) position will be responsible for providing application and basic technical support for all Vital Images software platforms. This position supports the use of our product by our customers. This person works closely with our Technical Support Engineers (TSE). While the TSE and ASE share many responsibilities, the ASE is focused on the clinical application aspects of our product while the TSE is centered on the technical functionality.

RESPONSIBILITIES:
- Trouble-shoot complex problems and research resolutions (via analyzing, testing or modifying computer systems/programs, consulting with manufacturers, etc.)
- Serve as a clinical application resource for customers and team members.
- Provides application and basic technical software support to Vital Images customers.
- Demonstrates a professional phone manner and presence with a customer-focused attitude toward issue resolution.
- Ability to perform well individually and in a team environment.
- Records all customer call activity in Vital Images call tracking database differentiating between complaints and non-complaints per FDA guidelines. Identify complaints that constitute potential hazards and bring them to the attention of the appropriate teams per Vital Images procedures.
- Functions as a liaison between the system manufacturer and the customer, when needed.
- Interacts with cross-functional product development and continuation engineering teams to ensure customer requests are reviewed.
- Capable of traveling to a customer site to resolve issues directly. Application Support Engineers can be expected to travel 10% of the time.
- Application Support Engineers may be required to work on-call after hours.

REQUIREMENTS:
- BS/BA in Computer Science, Biology, Management Information Systems, Medical field, or equivalent experience
- 3-5 years of experience in a clinical and/or radiology environment
- ARRT Certified preferred
- Experience using Vitrea or competing 3D post processing clinical application in the field preferred
- Proven track record working directly with doctors, specialists, technicians, etc. in a clinical environment
- Strong technical aptitude is critical
- Demonstrated excellent verbal and written communication skills, including call tracking database entry, information sharing among peers, and customer handling.

Vital Images is an equal opportunity employer and all qualified applicants will receive consideration for employment without regard to race, religion, color, national origin, sex, sexual orientation, gender identity, age, status as a protected veteran, among other things, or status as a qualified individual with disability.