

# Clinical Applications Specialist

## COMPANY OVERVIEW

At Vital, what we do matters. This is at the heart of every product we develop, every service we provide, and especially each member of our team. Vital is part of Canon Medical Systems, and together we lead the industry with the latest health imaging informatics solutions. We improve the quality of patient care by developing innovative products that enable the exchange, analysis and storage of clinical information across health care enterprises and communities. Our products handle millions of medical images and health records a day across the world. Vital Images experiences the best of both worlds with a dynamic and collaborative environment, casual culture, and agility of a mid-sized company, while having the support and resources of Canon.

Our offices are based in Minnetonka, Minnesota; Waterloo, Ontario; Copenhagen, Denmark; The Netherlands; and Beijing, China. We value our team's innovation, enthusiasm, and dedication to help improve the lives of patients. Do you want to be part of a passionate team that believes what we do matters? Then a career with Vital Images might be right for you!

## POSITION OVERVIEW

This position is primarily responsible for applications education to Vital Images' customers. As a representative of Vital U™, the customer-facing education organization at Vital Images, the Clinical Applications Specialist provides world-class customer service and represents corporate interests throughout the delivery of clinical education. The position helps drive customer education segments through Vital U's prescribed methodology and is responsible for ensuring that learning issues are addressed in a timely manner with the goal of making every customer productive on Vital solutions. This position also provides clinical support for the use of our software assisting marketing and testing departments, and any other departments as appropriate.

The Clinical Applications Specialist is expected to execute their job responsibilities with integrity and accountability. Straddling clinical and corporate objectives is key to success. Independence and the ability to be interpretive with each customer are top priorities. Ability to be flexible and accommodate the sometimes-erratic schedules of physicians and technologists is required.

## RESPONSIBILITIES

- Provide subject matter expertise and education internally at Vital Images with colleagues
- Help facilitate the scheduling of all customer education activities
- Deliver education for Vital and Platform Partner Solutions to customers in the field
- Educate distributors of Vital Images products
- Work with corporate tracking systems to update customer education information
- Help develop new education curriculum
- Communicates with management on the status and quality of customer education
- Thorough knowledge of product functionality and the ability to master product competencies
- Mastery of instructor soft skills to engage learners and maximize education outcomes
- Compose trip reports for each customer visit
- Provide appropriate messaging to customers regarding product functionality, roadmap and intended use
- Keep current on new technology using trade magazines
- Attend industry-related seminars and conferences
- Attends or is responsible for information given at meetings and through our organizational channels

- Orients new employees as assigned
- Responsible for understanding and satisfying the requirements for obtaining access to a hospital, healthcare system, or other client site
- Work independently with Canon to coordinate education schedules that best fit customer's needs
- Identifies customers with educational needs and independently reach out to schedule applications

#### **REQUIRED EDUCATION AND SKILLS**

- Associates Degree required (Bachelor's Degree preferred)
- ARRT certification required (CV Certification preferred)
- 5+ years clinical experience in CT and MRI that includes post processing
- Instructor experience in MR and CT or advanced visualization preferred
- IT/PACS experience preferred
- Travel 75%+ required

#### **WHAT WE OFFER YOU**

Vital offers a dynamic work place, competitive compensation package, and room for learning and growth in our organization. This is an environment in which things move quickly and you'll have the opportunity to wear many hats. We have a casual dress code, offer flexible work hours and actively foster work-life balance, because anything else simply isn't sustainable. Our Minnetonka, MN office is located about 12 miles southwest of downtown Minneapolis. Our office is near several walking paths and restaurants that are a quick drive away. In our office of 170, we have free healthy snacks, a deli on site and Friday massages. Our team at Vital loves what we do and has fun doing it together. We look forward to receiving an application from you.