DOSIsoft

Job Announcement

Cachan, France – November 17, 2026

Customer Service – Medical Device Application Specialist

Since 2002, we develop scientific software applications to help medical teams to improve quality of treatments for cancer patients. Together we our clinical and scientific partners, we constantly innovate at the crossroads of digital technologies, medical imaging and scientific computation.
Small innovative company of about 50 top medical physics or computer scientists, in a development phase, we look for new talents to further develop and deploy our products worldwide. For more info: www.dosisoft.com

Responsibilities

As part of the Customer Service team, the Application Specialist will ensure customer facing activities: product delivery, installation support, configuration, commissioning, remote or on-site training. The Application Specialist provides also technical support for products via phone, email and remote access. The Application Specialist is committed to the best customer experience and satisfaction. The Application Specialist ensures an additional expertise in addition to our distribution partners.
This position covers the fast-growing Radiation Therapy Quality Assurance solutions (ThinkQA).

Main Activities

Manage customer projects, in relation with our distribution partners.
Provide Expert technical support. Troubleshoot product and interoperability issues with other products.
Manage customer inquiries. Provide timely customer support through company help desk.
Develop and validate treatment beams physical models.
Provide user training, either remote or on-site.
Feedback customer requirements to R&D/Product Management and to Sales teams.
Document all customer contact information, technical issues and requests in the internal quality system.
Deliver exceptional customer experience and customer satisfaction.
Write documentation as needed to support Customer Service activities.
Contribute to technical pre-sales activities (product demonstrations, webinars, congresses, etc.).
Contribute occasionally to product validation tasks and/or to clinical usage follow-up.

Skills and knowledge

Medical Physics Master's degree or a relevant equivalent combination of experience and education
Relevant internship or 1-2 years in customer service or clinical experience in radiotherapy
Ability to speak and write fluently in English. Chinese / Mandarin or French is a plus.
Proficiency with computers and software, knowledge of Linux is a plus.
Excellent communication skills – both verbal and written.
Excellent collaboration skills – working within multiple teams.
Customer focus, autonomy, project management skills

Position is opened in the Cachan office in France.
International business travels are required.
Fluent English practice is mandatory.

Send CV + letter to: jobs@dosisoft.fr