DOSIsoft

Clinical Applications Specialist
USA – Remote (Full time)

Join us at DOSIsoft & work on innovative & advanced technology, dedicated to improving cancer treatment quality. Our team works together in providing healthcare professionals with cutting-edge software solutions, to improve cancer patient treatment. We offer diverse & exciting career opportunities worldwide.

We are currently looking for an experienced and motivated Medical Dosimetrist. In the Customer Support Team, you will use your analytical, logical, and clinical skills to support customers. You will work in a team of applications specialists, medical physicists and IT specialists providing support covering the Americas. **Your primary focus will be to provide support to US based customers.**

Key Responsibilities
- Provide clinical applications training to customers both on-site & remotely to ensure customer is well prepared to utilize DOSIsoft QA software to full potential with the highest level of satisfaction
- Provide beam modeling & validation for DOSIsoft software customer beam data library
- Assist in managing customer project & clinical expectations
- Support customers and DOSIsoft colleagues via the phone and or remote connections, analyzing and solving their issues related to DOSIsoft Radiotherapy Patient QA solutions, mainly EPIbeam, EPIgray and MU2net
- Escalate more complex issues to other DOSIsoft experts, collaborating and providing support in resolution activities, to ensure problems and issues are addressed and resolved properly
- Document all interactions in the CRM-system
- Collect feedback from customers on product functionalities and system improvements
- Provide support in testing new products
- Provide insights on process and protocol innovations
- Be a subject matter expert
- May conduct group presentations at seminars, training programs, & trade shows
- May provide demo support to regional, national, & international customer trade events
- Formulate complementary support training information in the form of quick tips, video-media, & implementation guides
- Work with cross-functional teams as necessary to support & enable best services & optimize customer relations

Desired Qualifications
- Medical Dosimetrist (corresponding degree)
- Minimum 3 years clinical experience in radiotherapy
- In-depth knowledge of modern radiotherapy techniques
- Clinical experience working with Treatment Planning Systems, Linear accelerators, ideally Elekta
- Fluency in English both spoken and written
- Have an overall understanding of customer care and support is essential
- Contribute to team efficiency through high quality of personal work
- Must understand team collaboration in a matrix environment and have effective networking relationship building skills at all levels within and outside of the organization
- Able to work independently, make decisions within the scope of this role and adhere to the corporate policies and procedures
- Thrive in managing numerous tasks accurately and simultaneously in a fast-paced, deadline-driven environment
- Excellent interpersonal & communication skills
- Travel required
- Valid US Driver License
- Unless prohibited by law, Vendor Credentialing Compliance

Preferred Qualifications (not required) - knowledge of Linux • additional written & spoken languages • Elekta Linac operation & components • CRM experience • Networking experience

If you are motivated, ambitious, & strive to help others, DOSIsoft wants to hear from you. Our team is passionate about developing & delivering easy-to-use, efficient radiation therapy quality assurance & safety solutions. Join the clinical support team at DOSIsoft and assist customers in the safe and efficient use of Phantom-less Pre-Treatment Patient QA, In-Vivo Patient QA and other products.

Send your complete CV, in English including motivation letter, references and any work permits to John SEDDO:
john.seddo@dosisoft.com