

Field Application Specialist (f/m)



Headquartered in Heidelberg, Germany, Heidelberg Engineering is a high-tech imaging solutions company which designs, manufactures, and distributes diagnostic instruments for eye care professionals. The company's products are used around the world by ophthalmologists and optometrists to scan patients' eyes for signs of disease and to assist in the management of patients found to have disease. The company's core technologies include confocal microscopy, scanning lasers and optics, optical coherence tomography, software image analysis and IT solutions for image management.

Since the foundation in 1990 the company has steadily grown and currently employs around 300 staff members. Besides headquarters in Heidelberg and another development site in Lübeck, the company operates business units in the United States, Switzerland, Great Britain and Australia. To provide best services worldwide we closely cooperate with a wide network of international distribution partners.

Job Summary:

Responsible for providing on-site product installation and training for ophthalmic instruments to clinicians and operators via the phone, in person or through Company website. Must be knowledgeable about product usage and be able to troubleshoot with users through software and hardware issues. Assist in the coordination of education and training materials, as well as seminar logistics.

Essential Duties and Responsibilities:

- Provide on-site installation and training.
- Provide support to doctors and technicians regarding product inquiries and problem-solve as required.
- Ensure that the product application/solution is functioning according to specifications.
- Understand customers' requirements for their projects and customize training and product specifications to customers' needs.
- Assist in the creation of educational materials, including PowerPoint presentations, and correspondence for distribution to doctors, operators, and sales representatives.
- Coordinate educational program activities, including regional and online course, processing registrations, maintaining user database and managing course materials.
- Assist in training activities and provide technical support at trade shows and courses when needed.
- Assist with end user questions and problems. Confer with end users to determine types of hardware and software required. Install and maintain hardware and software and will provide orientation on the equipment to the users.
- Perform quality check of hardware and software to ensure quality installation. Calibrate equipment and perform computer networking. May repair product parts or replace parts.
- Provide technical application expertise through sales presentations, product demonstrations, installation and maintenance of company products.
- Interact with doctors, technicians, sales representatives and distributors.
- Present a professional image in all business matters.
- Work on complex problems in which analysis of situations or data requires an in-depth evaluation of various factors. Exercise independent discretion and judgment within broadly defined practices and policies in selecting methods, techniques and evaluation criteria for obtaining results. Determine methods and procedures on new assignments and may provide guidance to lower level personnel.
- Perform other duties as required.

Knowledge, Skills and Abilities Required:

- BA/BS degree in biomedical imaging, photography, or equivalent science/technology area or equivalent prolonged learned professional experience in an advanced field or science such as ophthalmic photography, CRA, or OCT-C.
- Master's degree desirable.
- 5-10 years ophthalmic photography experience.
- Previous training experience required.
- Certified Retinal Angiographer (CRA) or OCT-C required.
- Angiography experience required or OCT-C experience required, ICGA experience preferred.
- Knowledge of ophthalmic instruments and diseases.
- Imaging instrumentation experience desirable.
- MS Office operating system, computer hardware, computer configurations, data storage and management, and networking knowledge desirable.
- Strong interpersonal skills, and be flexible in a dynamic team environment.
- Excellent verbal and written communication skills.
- Excellent coordination and organizational skills.
- Travel required up to 80%.

Please send us your complete application including cover letter stating your favorite position and location, curriculum vitae, diploma and job references. We are looking forward to meeting you.

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