

Clinical Applications Specialist

Location: home based, NL

Agfa HealthCare is looking for a talented **Clinical Applications Specialist** to join our team. The Applications Specialist is a high-level informatics Application Specialist with experience in workflow analysis and configuration of applications. Along with this, the Application Specialist delivers clinical application training plus troubleshooting implemented solutions.

This position is field-based throughout the Netherlands.

As a **Clinical Applications Specialist** you are responsible for:

- Work at the customer site to conduct workflow analysis
- Configuration of applications on and off-site
- Analyses and troubleshooting of implemented solutions
- "on-site" implementation of PACS/RIS products at the customers within the realization of new projects
- Based on your in-depth knowledge of the application and the customer's workflow, you will contribute to the optimization of the installation
- You assist in the start-up phase and provide the customer with the necessary advice and documentation
- Deliver training to the PACS/RIS administrators, Radiographers, Clinicians, Radiologists and support personnel both on and off-site
- You support the "Train the Trainer" activities of the key users
- You analyze user feedback and translate the relevant information to a higher echelon
- You provide the necessary input and follow-up of application-related incidents.
- You support our Sales department in conducting customer demonstrations (also during trade fairs)
- You provide feedback on your project activities to the Project Manager

What you bring to the table

- Experience providing application support to clients with complex software environments, preferably within the healthcare sector (medical imaging, radiology)
- knowledge of workflow within a hospital/clinical environment or experience within the healthcare sector is a plus
- PACS / RIS System experience is a plus
- Agfa systems experience is a plus
- Strong interpersonal skills and customer service focus

- Excellent training and presentation abilities
- Excellent communication skills Dutch and English (verbal and written)
- Positive attitude, proactive, self-starter, both action and results oriented
- Well-developed analytical, diagnostic and problem resolution skills
- A strong team player, maintaining a high level of quality in a challenging environment
- Continuous learning orientation; keeping aware of new and emerging technologies

We offer a rewarding career in a field that impacts lives, the opportunity to work with a talented and committed team of individuals, training and career development programs, and a competitive compensation and benefits package. If you want to be part of this experience, we'll take you there!